



2012/13

旅遊學院年報

Institute for Tourism Studies Annual Report



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院長回顧及展望

回顧學院過去的發展，學院收生規模有序地擴大，課程因應社會需求而增加。同時，為了推動學院朝向國際化發展，並把多元文化和廣闊視野帶到校園，營造良好的學習氛圍，我們進行了幾方面的工作，包括透過環球招聘建立來自 15 個國家與地區的師資隊伍、擴展交換生及海外實習計劃至 26 個國家及地區、與知名院校及旅遊組織，如中國社會科學院旅遊研究中心、美國康奈爾大學酒店管理學院、瑞士洛桑酒店管理學院、法國藍帶廚藝學院、法國尼斯旅遊酒店學校、聯合國世界旅遊組織、聯合國教科文組織等合作；以及邀請各地專家學者演講授課。此外，學院持續優化課程設置，提升課程質素及學院在亞太地區的旅遊高等教育的地位。最近，學院再獲聯合國世界旅遊組織延續“旅遊教育質素認證”，肯定學位課程的質素。

2013/14 學年的學位課程在學人數 1,594 名。除學位課程外，學院提供多元化、不同層次和範疇的證書、文憑、短期和國際認證課程，去年培訓量達 19,724 人次，

不斷致力為旅遊服務業培育高質素人才及為在職人士提供持續進修的機會。此外，學院的旅遊業研究暨研究中心凝聚管理及公共政策的智囊，為政府及業界提供參考資訊及研究成果。學院亦被委任為旅遊發展委員會、文化產業委員會、公共服務評審委員會及會展業發展委員會的成員，以及為政府部門提供顧問服務，透過多個渠道向政府建言。

近年，學院加強與內地的合作，包括與廣州市南沙教育局、新疆烏魯木齊職業大學及新疆師範大學等簽署合作協議，促進院校間的學術交流。

未來數年，陸續有世界級酒店和大型休閒度假設施落成，加上澳門與鄰近地區的協作關係，相信澳門的旅遊業將會穩步向上，迎來新一波的發展浪潮。

感謝特區政府及社會業界對學院一直以來的支持，對向學院學生提供獎學金的機構及社會賢達致以敬意，各界的支持推動我們不斷進步，學院上下將繼續努力，為澳門培育更多高質素的人才。

旅遊學院院長
黃竹君博士

PRESIDENT'S REVIEW AND VISION

Reviewing the past years of development, IFT has expanded the scale of student admission and increased programmes and courses according to social demand. Meanwhile, we have accomplished several tasks to promote internationalised development, bring diverse cultures and broad visions to the campus, and cultivate an international learning atmosphere. We have formed an international teaching team from 15 countries and regions through global recruitment, expanded student exchange and overseas internship programmes to 26 countries and regions, cooperated with renowned institutes and tourism organisations such as Tourism Research Centre of Chinese Academy of Social Sciences; School of Hotel Administration of Cornell University, USA; Ecole hôtelière de Lausanne, Switzerland; Le Cordon Bleu Culinary Arts School, France; L'école Hôtelière et de Tourisme Paul Augier, France; United Nations World Tourism Organization; United Nations Educational, Scientific and Cultural Organization, etc., and invited scholars and experts to give lectures to further broaden our students' views. Moreover, IFT has continuously optimised programme setup and enhanced

programme quality as well as IFT's standing in tertiary tourism education in the Asia Pacific Region. Recently, IFT has once again successfully obtained renewal of the TedQual Certification from the United Nations World Tourism Organization, affirming the recognition of high quality of our degree programmes.

In the academic year 2013/14, a total of 1,594 students are currently enrolled in our daytime and evening bachelor degree programmes. In addition to degree programmes, the Institute has also been offering a variety of certificate, diploma, short-term and international qualification courses, with the aim to cultivate high-quality talents for the tourism and hospitality industry and to provide learning opportunities for working adults. Last year, 19,724 participants enrolled in these programmes. Furthermore, the IFT Tourism Research Centre (ITRC) provides important reference points for tourism development of Macao. IFT is appointed to sit in various government committees, including Tourism Development Committee, Cultural Industry Committee, Public Services Evaluation Committee and Convention & Exhibition Development Committee, and has been active in providing consultancy to

government departments and giving suggestions to the government through these channels.

In recent years, IFT has strengthened cooperation with Mainland China including the signing of cooperation agreement with the Education Bureau of Nansha District, Guangzhou; Urumqi Vocational University; and Xinjiang Normal University, to promote academic exchange.

In the years ahead, there will gradually be more international hotel brands and resorts completing their constructions. Given the

cooperative relationship between Macao and its neighbouring regions, it is believed that tourism in Macao will continue to grow steadily and another phase of development will commence.

I would like to convey our appreciation to all government departments and the tourism industry for their tremendous support to IFT. We are particularly grateful to the organisations and community leaders who generously provide scholarships to our students. Their support is the driving force for our progress. We will continue to endeavour to cultivate more talents for Macao.

Dr. Fanny Vong
President



大事摘要

Highlights of Major Events

2012年8月 / August 2012



旅遊學院2012開學禮
Student Orientation 2012



結集藝術攝影課程師生作品的“容
紹新師生攝影展”於學院舉行
Hosted the Exhibition of Photographic
Works by Yung Siu Sun and his Students

2012年9月 / September 2012



聯合國世界旅遊組織秘書長塔勒布·
瑞法依博士於學院主講“旅遊業：
十億遊客，十億機遇”公開講座
Dr. Taleb Rifai, the Secretary-General
of United Nations World Tourism
Organization (UNWTO) delivered
a public lecture on “Tourism – One
Billion Tourists, One Billion
Opportunities” at IFT



旅遊學院17週年校慶
Celebrated the 17th Anniversary
of IFT



旅遊會展及節目管理三年級學生舉辦大型主題系列活動“一世代一腳印”；以超過二萬張具有澳門特色的明信片拼砌出總面積299平方米的巨型畫布刷新健力士世界紀錄
Tourism Event Management Year 3 students organised “Z Generation, One Destination” event series and earned the Guinness World Records™ as the largest postcard mosaic in the world by creating a giant postcard mosaic (299sqm) featuring Macao landmarks with over 20,000 postcards



與泰國都喜天闕酒店管理學院簽訂合作協議
Signed protocol with Dusit Thani College, Thailand

2012年10月 / October 2012



旅遊學院2012畢業典禮
Graduation Ceremony 2012

2012年12月 / December 2012



澳門職業技能認可基準金襟針比賽
及頒獎典禮
MORS Gold Pin Competition and
Award Presentation



與美國康奈爾大學酒店管理學院合辦
“如何構建人力資本：部門經理必備
的人力資源技能”高級管理課程
Co-organised Executive Development
Programme on “Building the Human
Capital Base: Essential Human
Resources Practices for Managers”
with Cornell University School of
Hotel Administration, USA

2013年2月 / February 2013



與聯合國世界旅遊組織簽訂合作協議
Signed protocol with United Nations
World Tourism Organization (UNWTO)



開放日
Open Day

2013年3月 / March 2013



舉辦“就業發展日”
Organised “Career Day 2012”



旅遊業研究暨研究中心(ITRC)與英國波恩茅斯大學(BU)合辦“第四屆旅遊學院－波恩茅斯大學視像研討會”

The 4th IFT-BU E-Conference was held by IFT Tourism Research Centre (ITRC) and Bournemouth University, UK

2013年5月 / May 2013



與法國尼斯 L'école Hôtelière et de Tourisme Paul Augier 旅遊酒店學校簽訂合作協議

Signed protocol with L'école Hôtelière et de Tourisme Paul Augier, Nice, France

2013年6月 / June 2013



結集廣告專業文憑及企業形象設計證書課程師生作品的《大展熊圖》－熊國柱廣告及設計課程師生展於學院舉行

Hosted the Exhibition of Works by Alan Hong and his Advertising and Graphic Design Students



與美國康奈爾大學酒店管理學院合辦“酒店盈利規劃”高級管理課程
Co-organised Executive Development Programme on “Planning for Profits for Hotels” with Cornell University School of Hotel Administration, USA



與南沙區教育局簽署《職業教育合作框架協議書》
Signed the Agreement Framework on Occupational Training Cooperation with Education Bureau of Nansha District, Guangzhou, PRC

2013年7月 / July 2013



與英國波恩茅斯大學於英國合辦“2013年會展及節目國際學術會議”
Co-organised the International Conference on Events (ICE 2013) held at Bournemouth University, UK



與英國利茲都會大學合辦2013夏季
國際交流課程

Jointly organised the Summer
International Exchange Programme
2013 with Leeds Metropolitan
University, UK



與瑞士洛桑酒店管理學院合辦“領
導層單元：提升個人工作效能的要
訣”高級管理課程

Co-organised Executive Development
Programme on “Leadership Module:
Key to Personal Effectiveness” with
Ecole hôtelière de Lausanne (EHL),
Switzerland



邁向優質教育

Towards Education Excellence

旅遊高等學校 TOURISM COLLEGE (TC)

旅遊高等學校提供一系列旅遊範疇的4年制學士學位課程，包括廚藝管理、旅遊企業管理、文化遺產管理、酒店管理、旅遊會展及節目管理及旅遊零售及市場推廣管理。此外，學院積極與世界各地的教育機構開展交換生及其他合作計劃，更與荷蘭布列達科技應用大學共同設立了雙確認學士學位課程。為增強學生的實務技能，所有學生必須於第三學年完成為期6個月的實習，在實習過程中，學生既可取得工作經驗，亦可鞏固他們的理論知識。除了本地業界提供大量的實習名額外，學生亦會到世界各地的旅遊業界進行實習。

The Tourism College (TC) offers four-year Bachelor Degree Programmes in Culinary Arts Management, Tourism Business Management, Heritage Management, Hotel Management, Tourism Event Management, and Tourism Retail and Marketing Management. Besides, IFT actively promotes and develops student exchange programmes with our partner institutions from all over the world and offers a Dual Recognition Degree Programme with NHTV Breda University of Applied Sciences in the Netherlands. To enhance the technical competence of our students, all of them are required to complete a six-month internship programme in their 3rd year of study either in Macao or abroad.

第四屆旅遊目的地品牌及市場發展國際會議 The 4th International Conference on Destination Branding and Marketing (DBM-IV)

第四屆旅遊目的地品牌及市場發展國際會議於2012年12月5至7日在英國威爾士卡迪夫成功舉辦，本屆會議由卡迪夫都會大學威爾士旅遊研究中心主辦，澳門旅遊學院協辦。旅遊學院自2005年起於澳門主辦此兩年一度的會議，本屆會議首次走出澳門，在海外召開，標誌著會議獲得更高程度的國際認可及更廣泛的國際性曝光，共吸引了115位來自23個國家及地區及超過50多所大學和目的地營銷和創意機構的代表出席。旅遊學院代表李力東教授、楊慕華副教授、劉名珍和林玉琮不僅發表學術論文，同時也主持和協調會議活動。此外，學院研究中心成員通過此次英國之旅，與其他大學和機構回顧合作經驗，並探討未來更廣泛的合作，成果豐碩，長遠有利於澳門旅遊業的發展。

The 4th International Conference on Destination Branding and Marketing (DBM-IV) was held successfully in Cardiff, UK from 5 to 7 December 2012. The first three biannual DBM conferences have been hosted by IFT in Macao since 2005, and this year's DBM-IV is co-organised by IFT and hosted by Cardiff Metropolitan University's Welsh Centre for Tourism Research (WCTR). This was the first time the DBM was hosted outside of

Macao, marking a greater degree of recognition at a higher international level, with wider global exposure. This DBM-IV conference attracted 115 delegates representing 23 countries and regions, more than 50 universities, in addition to several representatives of destination marketing organisations and creative agencies. IFT delegates Virginia Lau and Veronica Lam, together with Prof. Leonardo Dioko and Dr. Ruth Yeung, played active roles in presenting papers as well as in chairing sessions and moderating events. On top of that, it is believed that the meetings with other universities and partners during IFT Tourism Research Centre members' trip in the UK, reviewing the past cooperation and discussing wider range of future cooperation, have brought fruitful achievements and benefited the tourism development of Macao in the long run.

第四屆旅遊學院 — 波恩茅斯大學 “世界文化遺產和旅遊業：邪惡的組合？” 視像研討會 The 4th IFT-BU E-Conference on “Heritage and Tourism: An Unholy Alliance?”

旅遊業研究暨科研中心與英國波恩茅斯大學旅遊學校於2013年3月21日合辦了第四屆旅遊學院 — 波恩茅斯大學視像研討會，主題為“世界文化遺產和旅遊業：邪惡的組合？”此外，香港理工大學酒店及旅遊業管理學院的Bob McKercher 教授應邀出席作主講嘉賓，約30名代表及50名學生參與此研討會。

The IFT Tourism Research Centre (ITRC) co-hosted the IFT-BU E-Conference 2013 with School of Tourism, Bournemouth University (BU), UK on 21 March 2013. This was the 4th annual e-conference between IFT and BU and the theme was “Heritage and Tourism: An Unholy Alliance?” Prof. Bob McKercher from the School of Hotel and Tourism Management of the Hong Kong Polytechnic University, was an invited speaker of this E-Conference. About 30 delegates and 50 IFT students participated.

2013年會展及節目國際學術會議 The International Conference on Events 2013

由旅遊學院協辦的“2013年會展及節目國際學術會議”於2013年7月3至5日在英國波恩茅斯大學舉行。旅遊學院的李力東教授、楊慕華副教授和高迪龍在會議上發表論文。會議的目的是討論會展管理的研究、教學、政策和實踐的看法和承擔。

IFT was the co-organiser of the “International Conference on Events (ICE 2013)” which was held between 3 and 5 July 2013 at Bournemouth University, UK. Prof. Leonardo Dioko, Dr. Ruth Yeung and Ubaldino Couto from IFT presented their papers at the ICE 2013. The aim of ICE 2013 was to debate the various way to view, consider and undertake events management research, pedagogy, policy and practice.

旅遊企業管理學生實地考察泰國安帕瓦及清邁 Field Trip to Amphawa and Chiang Mai, Thailand by Tourism Business Management Students



學院Wantanee Sontikul副教授帶領修讀旅遊及酒店業專題研究科目的旅遊企業管理四年級學生於2013年3月22日至4月1日赴泰國安帕瓦及清邁進行實地考察。是次考察活動的重點是向學生提供一個實地學習平台，以加深學生對上述著名旅遊目的地的認識。學院學生和泰國Chulalongkorn及Chiang Mai Rajabhat大學的師生舉辦工作坊，討論及研究當地有關旅遊業持續發展的實踐與管理。

Assistant Professor Dr. Wantanee Sontikul took the Tourism Business Management Year 4 students of the course “Seminar on Tourism and Hospitality” to a field study trip to Amphawa and Chiang Mai, Thailand from 22 March to 1 April 2013. Both places are well-known tourist destinations. The purpose of the trip was to do fieldwork relevant to the subject in that country, and to deepen students’ understanding of principles through experiential learning. IFT students worked along with students from Chulalongkorn University and Chiang Mai Rajabhat University through workshops. The topic for the research and the trip was to understand the sustainable tourism practices and management in Thailand.

文化遺產管理學生實地考察印度昌迪加爾 Field Trip to Chandigarh, India by Heritage Management Students

學院沈毅孟副教授和陳敬諾帶領修讀文化遺產管理專題研究科目的文化遺產管理四年級學生；於2013年3月27日至4月7日赴印度昌迪加爾參加實地考察活動，目的是讓學生能在當地體驗和學習文化遺產管理的理念和流程。

Assistant Professor Dr. Sharif Shams Imon, and Chan King Lok from IFT took the Heritage Management Year 4 students of the course “Seminar on Heritage Management” to a field trip to world heritage sites in Chandigarh, Northern India from 27 March to 7 April 2013. The field study was organised around the principle of allowing students to learn heritage management principles and processes.



文化遺產管理學生舉辦“傳奇！不朽的‘澳’秘”活動 **Heritage Management Students Held the Event “Macao! The Hidden Treasures”**

文化遺產管理四年級學生於2013年4月27日舉辦“傳奇！不朽的‘澳’秘”活動。此活動由學院客席教授兼國際知名的文化遺產專家，前聯合國教科文組織亞太區文化旅遊、文化政策及創意產業顧問魏理察博士及新加坡國立大學建築系助理教授 Johannes Widodo 博士帶領。活動主旨是為了讚揚那些對民間傳統充滿著堅持及信念的市民，給予他們更多的關注與支持，同時希望喚起大眾對昔日澳門的回憶，讓我們珍貴的傳統得以保留及延續。

Heritage Management Year 4 students held the event “Macao! The Hidden Treasures” on 27 April 2013. It was a student project led by visiting professor Richard Engelhardt, former UNESCO Regional Adviser for Culture in Asia and the Pacific and Dr. Johannes Widodo, Associate Professor at the Department of Architecture of the National University of Singapore. The aim of this event was to compliment and support local citizens who preserve local traditions and to arouse the past memories of Macao, nurturing and reviving the living heritage of Macao.

“旅遊業：十億遊客，十億機遇” 公開講座 **Seminar on “Tourism – One Billion Tourists, One Billion Opportunities”**

聯合國世界旅遊組織秘書長塔勒布·瑞法依博士，於2012年9月8日在旅遊學院主講“旅遊業：十億遊客，十億機遇”公開講座，為學院學生、旅遊業界、專業人士、學者及市民帶來核心旅遊業訊息。

Dr. Taleb Rifai, the Secretary – General of World Tourism Organization (UNWTO) was invited by IFT to deliver a public lecture on “Tourism – One Billion Tourists, One Billion Opportunities” to IFT students, scholars, industry leaders and professionals, and local citizens on 8 September 2012.



高級管理課程 Executive Development Programmes

舉行日期 Date	題目 Topic	特邀主講嘉賓 Invited Speaker
12.2012	Building the Human Capital Base: Essential Human Resources Practices for Managers	Prof. J. Bruce Tracey School of Hotel Administration, Cornell University, USA
06.2013	Planning for Profits for Hotels	Prof. Robert E. Kastner Executive Education Faculty, School of Hotel Administration, Cornell University, USA
07.2013	Leadership Module: Key to Personal Effectiveness	Mr. Yateendra Sinh Chief Executive Officer, Lausanne Hospitality Consulting, Ecole hôtelière de Lausanne, Switzerland





旅業及酒店業學校 TOURISM AND HOTEL SCHOOL (THS)

旅業及酒店業學校的宗旨是為旅遊服務業培訓高質素人才，同時亦因應業界的需求及靈活地配合業界的運作，推出一系列的培訓課程，內容包括酒店及餐飲、文化遺產及旅遊、健康、美容及美療、資訊科技及創意藝術、語言文化、零售、商業與管理及自我提升等，同時亦舉辦了一系列的工作坊及講座。

除為公眾開辦課程外，本校於2012/13 學年也為業界和公營機構特設了多個職業課程及工作坊，包括澳門保安部隊高等學校、澳門循道衛理聯合教會社會服務處建華家庭服務中心、香港城市大學、民政總署、DFS免稅店、教育暨青年局、澳門電力股份有限公司、澳門扶康會、銀河娛樂集團、英皇娛樂酒店、新葡京酒店、衛生局、假日酒店、澳門百利宮、大倉酒店、司法警察局、澳門凱旋門酒店、葡京酒店、澳門工會聯合總會、澳門監獄、澳門中旅（國際）酒店管理有限公司、澳門漁人碼頭、旅遊局、澳門酒店協會、澳門旅遊塔會展娛

The Tourism and Hotel School aims to train and develop qualified professionals to carry out functions at the operational, supervisory and managerial levels in the tourism and service industry. Programme areas include: Hospitality and Catering, Heritage and Tourism, Health, Spa and Beauty, Information Technology and Creative Studies, Language and Culture, Retail, Business and Management, and Personal Development. Seminars and workshops are also offered.

In addition to the programmes offered to the general public, THS also conducted several courses and workshops for public and private entities in 2012/13. These entities included Academy of Public Security Forces, Centro de Apoio à Família “Kin Wa” da Secção de Serviço Social da Igreja Metodista de Macau, City University of Hong Kong, Civic and Municipal Affairs Bureau, DFS Galleria Macao, Education and Youth Affairs Bureau, The Electricity Company of Macao, Fu Hong Society of Macau, Galaxy Entertainment Group, Grand Emperor Hotel, Grand Lisboa Hotel, Health Bureau, Holiday Inn Macau, Hotel Beverly Plaza, Hotel Okura Macau, Judiciary Police, L'Arc Macau, Hotel Lisboa, Macao Federation of Trade Unions, Macao Prison, Macau CTS Hotel Management (International) Ltd., Macau Fisherman's Wharf, Macau Government Tourist Office, Macau Hotel Association, Macau Tower Convention

樂中心、新濠博亞娛樂、維景酒店、澳門美高梅、行政公職局、維澳蓮運公共運輸股份有限公司、深圳市旅遊協會、新加坡理工學院、澳門離島工商業聯合會、置地酒店、澳門威尼斯人度假村酒店、澳門婦女聯合總會、鎮興賓館、永利澳門、澳門基督教青年會、富豪酒店、街坊總會海傍區老人中心。

在職前技能培訓課程計劃下，旅業及酒店業學校為以下中學開辦了一系列職業導向課程：澳門天主教海星中學、聖羅撒女子中學（中文部）、聖羅撒女子中學（英文部）、聖若瑟教區中學、利瑪竇中學、協同特殊教育學校、澳門坊眾學校、氹仔坊眾學校、教業中學、化地瑪聖母女子學校、高美士中葡中學、培正中學、東南學校、同善堂中學、澳門廣大中學、創新中學、嘉諾撒聖心英文中學、聖公會（澳門）蔡高中學及澳門勞工子弟學校。

& Entertainment Centre, Melco Crown Entertainment, Metropark Hotel, MGM MACAU, Public Administration and Civil Service Bureau, Reolian Public Transport Co. Ltd., Shenzhen Travel Association, Singapore Polytechnic, The Industry and Commerce Federation of Island of Macao, The Landmark Macau, The Plaza Macao, The Venetian Macao-Resort-Hotel, The Women's General Association of Macau, Towns Well Motel, Wynn Macao, and Young Men's Christian Association of Macau.

Under the Pre-Service Vocational Training Programme, the School has organised a series of professional orientation courses in the following high schools: Colégio Católico Estrela do Mar, Colégio de Santa Rosa de Lima (Chinese Section), Colégio de Santa Rosa de Lima (English Section), Colégio Diocesano de São José, Colegio Mateus Ricci, Concordia School for Special Education, Escola dos Moradores de Macau, Escola Fong Chong da Taipa, Escola Kao Yip, Escola Nossa Senhora de Fátima, Escola Secundária Luso-Chinesa Luís Gonzaga Gomes, Pui Ching Middle School, Escola Tong Nam, Escola Tong Sin Tong, Guang Da Middle School, Millennium Secondary School, Sacred Heart Canossian College (English Section), Sheng Kung Hui Choi Kou School (Macau), and The Worker's Children High School Macau.

終身學習 Lifelong Learning

作為澳門持續教育體系的一份子，旅業及酒店業學校自2008學年開始加盟了由教育暨青年局推出的持續教育資助計劃。2012年，本校也參與了該局推出的持續進修發展計劃。此計劃為每位年滿15歲的澳門居民提供澳門幣5,000元的進修資助，提升他們的知識與技能，從而促進社會的整體進步與發展。學校大部份課程及考核已納入了資助範圍。

As part of the continuing education system in Macao, THS has joined the Continuing Education Subsidy Scheme established by the Education and Youth Affairs Bureau since 2008. In 2012, THS joined the Bureau's Continuous Improvement and Development Programme. This programme provides MOP5,000 learning subsidy to Macao residents aged 15 or above, motivating them to engage actively in upgrading their knowledge and skills, and thus enhancing the overall development of the society. Most of the THS courses and assessments are included in the programme.

與教育暨青年局合辦職業技術課程 Technical and Professional Courses Co-organised with Education and Youth Affairs Bureau

職業技術課程教育制度於1996年法定創立，其目的是利用3年高中教育發展學生的學術與職業能力。在這個制度下，本校一直與教育暨青年局合辦3項3年制課程，分別是日間旅遊技術課程、日間平面設計課程以及夜間烹調技術課程。

課程著重教授學生職業技能與知識，亦會安排學生到合適的機構實習，還會鼓勵及輔導學生參加公開比賽，讓他們積累更多經驗及擴闊視野。平面設計課程學生於2012/13學年參加多項公開比賽，包括繪畫、心意咭設計及立體藝術創作，當中亦獲得多個獎項。

The technical and professional education system was created by law in 1996. It aims at developing students' academic and professional competencies during their 3 years of high school studies. Under this system, THS has been offering, in cooperation with the Education and Youth Affairs Bureau, 3 programmes – daytime Tourism Techniques Course, daytime Graphic Design Course and nighttime Culinary Techniques Course.

The courses focus on the students' development of technical skills and knowledge, supplemented by internship in relevant organisations. Students are also encouraged to join public competitions under the guidance of the teachers to gain more experience and to broaden their horizon. In 2012/13, the students of the Graphic Design Course participated in several public competitions of drawing, greeting card design and 3D art design and obtained several awards.

創意藝術課程 Courses for Creative Studies

為配合政府推動文化創意產業發展，學院積極開發此範疇培訓。2012/13學年，本校推出多項全新的培訓計劃。現時，此範疇課程涵蓋多個方面，包括企業形象設計、廣告設計、多媒體創作、攝影、花藝、紀念品設計及製作、中國及西方繪畫等。

管理層面方面，與文化局合辦“藝術行政證書課程”，專為從事藝術行業的行政管理人員而設。課程已納入該局“文化藝術管理人才培養計劃”，成功完成課程學員可獲全數退回學費。

為展示學員作品，學院分別於教學餐廳及協力樓增設了兩個展示廳。2012/13學年，學院舉行了兩個展覽，分別為“容紹新及其學生的攝影作品展”以及“《大展熊圖》－熊國柱廣告及設計課程師生展”。

To align with the government's policy, IFT has devoted its effort to develop training for the creative industries. In 2012/13, THS launched new programmes in this area. Today, these courses cover a wide range of areas including corporate identity design, advertising design, multimedia production, photography, floral design, souvenir design and production, Chinese and Western painting, among others.

At the managerial level, THS offers the “Certificate in Art Administration” which targets mainly at the administration personnel working for the art industry, in cooperation with the Cultural Affairs Bureau. The programme is included in the Cultural Affairs Bureau's “Arts and Culture Management Human Resources Training Programme”, in which students are entitled to have full course fee refunded upon successful completion.

To showcase students' works, the Institute converted two areas located in the Educational Restaurant and Team Building into exhibition halls. In 2012/13, IFT organised 2 exhibitions in these halls: the Photography Exhibition of Mr. Yung Siu Sun and his Students, and the Exhibition of Works by Alan Hong and his Advertising and Graphic Design Students.



國際認證課程 Courses for International Qualifications

為了提供機會予公眾及業界人員考取國際認證，本校推出多個系列的課程，目的是為學員參加不同國際考核提供培訓。認證機構包括美國酒店業協會教育學院(AH&LEI)、國際美容治療及美容師聯盟 (CIBTAC)、世界侍酒大師公會 (CMS)、國際航空運輸協會 (IATA)、國際調酒師協會 (IBA)、倫敦工商會 (LCCI)、法國藍帶廚藝學院、澳門職業技能認可基準 (MORS)、Servsafe[®]、葡萄酒與烈酒教育信託 (WSET) 及法國布根地葡萄酒學校。2012/13學年，新增了世界美療相關技能認證的權威機構 (ITEC)、歐洲精品咖啡協會 (SCAE) 及日本清酒侍酒師協會。

To provide an opportunity for the public and industry professionals to attain worldwide recognised qualifications, THS launched a series of training courses. The awarding organisations include The American Hotel and Lodging Educational Institute (AH&LEI), Confederation of International Beauty Therapy & Cosmetology (CIBTAC), The Court of Master Sommeliers (CMS), International Air Transport Association (IATA), International Bartenders Association (IBA), London Chamber of Commerce and Industry (LCCI), Le Cordon Bleu, Macao Occupational Skills Recognition System (MORS), ServSafe[®], Wine & Spirit Education Trust (WSET) and Burgundy Wine School. New additions in 2012/13 include ITEC, Specialty Coffee Association of Europe (SCAE) and Sake Sommelier Association.



澳門職業技能認可基準 Macao Occupational Skills Recognition System (MORS)

澳門職業技能認可基準是一項於2001年由歐盟支持而設立的職業技能標準制度。現階段，已發展出15項工種的技能標準。基準每年開設兩輪課程及評核試。為配合業界發展，於2010年更推出針對公眾，學時較長的基準課程。

自2002年起，學院舉辦年度金襟針比賽，在每項工種中選拔兩位優秀專才。去年，金襟針比賽的總決賽分別於2012年11月19、22及28日在旅遊學院及新葡京酒店舉行，而頒獎典禮於2012年12月6日在學院舉行。

MORS is a vocational skills standard system, developed and launched in 2001, with the support of the European Union. At this moment, skills standards have been developed for 15 occupations. Under MORS, intensive courses and assessments are conducted at least twice a year. To cope with the development of the industry, courses with longer lecture hours, targeted for the public, were launched in 2010.

Since 2002, IFT has been organising an annual competition – Gold Pin – to award two professionals in each occupation with outstanding performance. Last year, the final round of the Gold Pin Competition was held on 19, 22 and 28 November at IFT and Grand Lisboa Hotel respectively and the Award Presentation Ceremony was held on 6 December, 2012 at the Grand Hall of IFT.



與廣東省的合作 Cooperation with Guangdong Province

將 MORS 引入珠海市第一中等職業學校

MORS introduced to Zhuhai No.1 Vocational School

為促進珠澳兩地合作共贏關係及為提升兩地人員的服務質素，學院與珠海市第一中等職業學校簽訂合作備忘錄，將澳門職業技能認可基準引入該校，首項課程是前堂服務員。直至現時，共有接近 500 名學員參加了培訓，並獲良好成績。學院亦一直協助該校發展合適的軟硬件配套，為開展其他工種計劃作準備，如調酒員、侍應生及房務員。

To advance the cooperation between Macao and Zhuhai and to enhance the service quality of both regions, an agreement was signed between Zhuhai No. 1 Vocational School and IFT for introducing MORS to the School. The first profession introduced was Front Desk. Till now, almost 500 students have been trained and achieved satisfactory results. IFT has also been assisting the school in developing proper hardware and software for the launching of other occupations such as bartender, waiter/waitress and room attendant.

中國茶藝師培訓與考核

Training and Assessments for Chinese Tea Master

為培育中國茶藝範疇專才，學院定期開辦茶藝師初級課程。2012年起，每年兩次，學員會被安排於珠海市第一中等職業學校參加由中國人力資源及社會保障部開展的初級茶藝師考核。2012年6月，一位來自珠海市第一中等職業學校的中國茶藝專才更應邀到學院進行了有關茶藝的講座。

To train up Chinese tea professionals, THS organises regularly Chinese tea courses. From 2012, twice a year, students of Chinese tea courses are arranged to take the Elementary Chinese Tea Master assessments organised by the Ministry of Human Resources and Social Security of the People's Republic of China, at Zhuhai No. 1 Vocational School. A Chinese tea expert from Zhuhai No. 1 Vocational School was also invited to deliver a seminar about tea at IFT in June, 2012.

為深圳市旅遊協會開辦“旅遊行業高級經理培訓班”

Training Programme for Shenzhen Travel Association

應深圳市旅遊協會要求，本校於2012年11月為該協會、周邊旅遊局、傳媒機構、旅遊企業及酒店人員開辦了“旅遊行業高級經理培訓班”。

Per the request of Shenzhen Travel Association, THS organised a tourism training programme for its association members, tourism board of neighbouring districts, professionals from media, tourism organisations and hotel enterprises in November 2012.

公開講座 Public Lectures

餐飲	Food and Beverage
迪凱堡 2012 東亞區大師調酒培訓會	De Kuyper 2012 East Asia Master Class
環球酒莊巡禮講座：意大利 — Renato Ratti	Wineries of the World Seminar: Italy – Piedmont Region “Renato Ratti”
環球酒莊：法國 — 隆河谷 — 夏維雅酒莊葡萄酒知識講座	Wineries of the World France – Rhone Valley – Xavier Vins Winemaker Xavier Vignon Seminar
環球酒莊：法國 — 布根地 Albert Bichot 酒莊葡萄酒知識講座	Wineries of the World: France – Burgundy Albert Bichot Winery Seminar
環球酒莊：美國 — Kendall Jackson 酒莊葡萄酒知識講座	Wineries of the World: USA – Kendall Jackson Wines with Samuel Chan
環球酒莊葡國 / 西班牙 / 智利 / 南非 — Fidelis 酒莊葡萄酒知識講座	Wineries of the World: Portugal – Spain – Chile – South Africa – Cecile Gonzalez Winemaker Fidelis Wines
環球產酒國：匈牙利 — 葡萄酒知識講座	Wine Producing Countries of the World: Hungary
環球產酒國：日本清酒知識講座	Wine/Liquor Producing Countries of the World: Japan Sake Seminar
葡萄酒大師 Martin Moran 講座 — 環球產酒國：澳洲	Wine Producing Countries: Australia – with Wine Master Martin Moran
環球產酒國法國 — 種植者香檳 — 四大主要香檳產區屬土風格知識講座	Wine Producing Countries: France – Grower Champagne – Terroir of 4 Major Regions Seminar
環球產酒國：葡萄牙 — 葡萄酒知識講座 João Paulo Martins	Wine Producing Countries of the World: Portugal – A World of Difference – João Paulo Martins

環球產酒國：澳洲－葡萄酒知識講座	Wine Producing Countries of the World: Australia
“麵包西餅烘焙油脂產品”知識講座	Bakery Fat & Oil Product Knowledge Seminar
“朱古力產品”知識講座	Chocolate Product Knowledge Seminar
“法國OPERA朱古力產品”知識講座	Chocolate Product Knowledge Seminar: France – Chocolaterie De l’Opera
“食材產品”知識講座：茶	Food Product Knowledge Seminar: Tea
名廚大師烹調技藝展示－歐陸式菜系	Master Chef Culinary Art Demonstration (1) Continental Cuisine: Guillaume Galliot
名廚大師烹調技藝展示－亞洲式菜系	Master Chef Culinary Art Demonstration (2) Asian Cuisine
名廚大師烹調技藝展示－中式菜系	Master Chef Culinary Art Demonstration (3) Chinese Cuisine
名廚大師技藝展示工作坊－法國甜品	Master Chef Demo Workshop – French Dessert
法國藍帶廚藝學院星級大師工作坊－法式甜點	Le Cordon Bleu Master Chef Workshop – Patisserie

文化旅遊	Cultural Tourism
著名文學大師澳門遺跡的文化想像	The Remains of Macao Cultural Imagination of Renowned Literary Master
庇山耶 — 溝通漢葡文學的先驅	Camilo de Almeida Pessanha – the Pioneer in Advancing the Study of Translation in Chinese and Portuguese Literature
澳門街道名稱的文化印記	The Culture Imprint of Macao Street Names
看教堂論葡國政治變動對澳門教會的影響	From the View of Churches to Peruse the Impact of Portuguese Political Changes Towards Macao Christian Churches
馬禮遜學堂對中國現代教育影響	Influences of The School of Morrison on the Modern Education System of China
譚僊聖廟與路環	Coloane and Tan Xian Sheng Temple





人才培育

From Student to Graduate

旅遊高等學校 TOURISM COLLEGE (TC)

學生人數 Number of Students

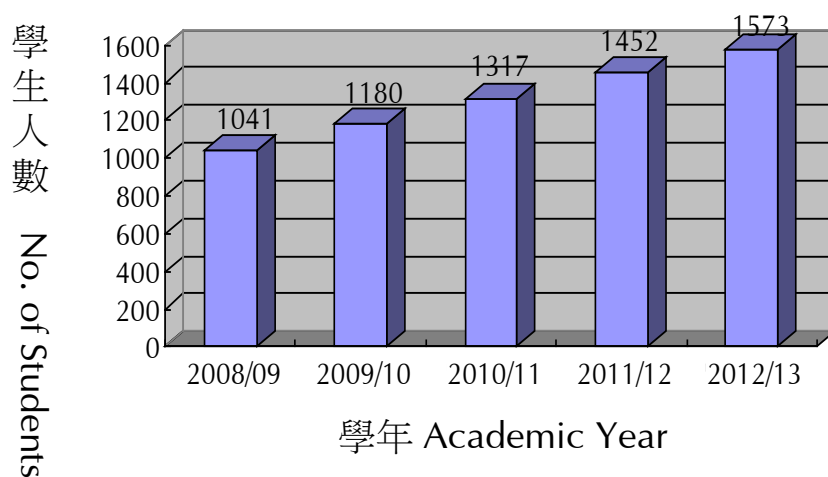
旅遊高等學校於2012/13學年總註冊學生人數共1,573名，較2011/12學年增加8%。

交換生和非本地學生分別佔學生總數的1%及11%，他們來自中國內地（包括香港特別行政區及中國臺灣）、巴西、芬蘭、德國、日本、哈薩克、吉爾吉斯共和國、馬來西亞、俄羅斯、韓國、荷蘭、菲律賓及美國。

For the academic year 2012/13, the total number of registered students was 1,573, an increase of 8% over the previous year.

Among the students, 1% were exchange students while 11% were non-local students. They came from Mainland China (including Hong Kong SAR and Chinese Taiwan), Brazil, Finland, Germany, Japan, Kazakhstan, Kyrgyz Republic, Malaysia, Russian Federation, Republic of Korea, the Netherlands, the Philippines and United States.

近五年總體學生人數 The Number of Degree Students of the Tourism College in the Past Five Years



2012/13學年畢業生 2012/13 Graduates

學位課程 Programme	畢業生人數 Number of Graduates
旅遊企業管理學士 Bachelor of Science in Tourism Business Management	84
文化遺產管理學士 Bachelor of Science in Heritage Management	26
酒店管理學士 Bachelor of Science in Hotel Management	106
旅遊會展及節目管理學士 Bachelor of Science in Tourism Event Management	59
旅遊零售及市場推廣管理學士 Bachelor of Science in Tourism Retail and Marketing Management	29
總數 Total	304
旅遊企業管理高等專科 Higher Diploma in Tourism Business Management	75
文化遺產管理高等專科 Higher Diploma in Heritage Management	30
酒店管理高等專科 Higher Diploma in Hotel Management	111
旅遊會展及節目管理高等專科 Higher Diploma in Tourism Event Management	81
旅遊零售及市場推廣管理高等專科 Higher Diploma in Tourism Retail and Marketing Management	42
總數 Total	339

2011/12學年畢業生之就業情況 Employment Condition of 2011/12 Graduates

為了解2011/12學年學士學位課程畢業生完成學業後的情況，學院於2013年2月對他們進行了一項網上就業問卷調查。問卷回覆率為61.6%。調查結果顯示，3.3%回覆者正在升學或求職中，96.7%回覆者獲聘用，其中99.3%的聘用者擁有全職工作。當中78%從事旅遊酒店業，在職者每月薪酬中位數為澳門幣12,900元。

In order to understand the career placement of our 2011/12 Bachelor Degree Programme graduates, IFT launched an online employment survey in February 2013. The overall response rate was 61.6%. According to the results of the survey, 3.3% of the respondents were pursuing studies or in job search while 96.7% of the respondents were working. Of these working graduates, 99.3% had full-time employment. Among them, 78% were employed in the tourism and hospitality sector. The working group had monthly median salary at MOP12,900.

旅業及酒店業學校 TOURISM AND HOTEL SCHOOL (THS)

旅業及酒店業學校於2012/13 學年為19,724名學員提供了不同類型的培訓課程及考核，學員人數按培訓範疇，分佈如下：

For the academic year 2012/13, THS provided various types of training courses and assessments for 19,724 participants. The distribution of THS students in terms of their training areas is as follows:

參加文憑課程人數為： Number of Participants in Diploma Programmes:

	人數 Number of Participants
文憑課程 Diploma Programmes	177

參加其他課程人數為： Number of Participants in Other Courses:

	人數 Number of Participants
技術及專業中學課程 • 旅遊技術課程 • 平面設計課程 • 烹調技術課程 Technical and Professional High School Programmes • Tourism Techniques Course • Graphic Design Course • Culinary Techniques Course	135
職前技能培訓課程 Pre-Service Vocational Training	2,487
國際認證課程 International Qualifications	653
特設課程 Customised Courses	6,275
社區教育發展計劃 Community Education and Development Programme (CEDP)	1,190
其他短期課程 Other Short Courses	7,629
總數 Total	18,369

參加專業考核人數為： Number of Participants in Professional Assessments:

	人數 Number of Participants
澳門職業技能認可基準 Macao Occupational Skills Recognition System (MORS)	1,150
導遊 — 語言 Tour Guide – Language Examinations	28
總數 Total	1,178





知識探索

Exploring New Knowledge

ITRC研究項目 ITRC Research Projects

ITRC 於2012/13學年進行了下列研究：

ITRC undertook the following research in 2012/13 academic year :

- 澳門旅遊接待能力研究 Macao Tourism Carrying Capacity
- 訪澳旅客滿意度指標 Macao Tourist Satisfaction Index
- 訪澳旅客分析報告 Visitor Profile Survey
- 澳門人力資源監察調查 Macao Human Resource Monitoring Survey

應用研究及業界顧問服務 Applied Research and Industry Consultancy

旅遊學院為下列的政府部門及業界提供顧問服務：

IFT worked with the following government departments and industry partners on applied research or consulting:

- 澳門機場管理有限公司 Administration of Airports
- 澳門酒店業協會 Macau Hotel Association
- 政策研究室 Policy Research Office
- 高等教育輔助辦公室 Tertiary Education Services Office
- 旅遊發展委員會 Tourism Development Council



出版書刊 / 章節 **Book/Book Chapter Publications**

作者 Author	書名 / 題目 Title	出版商 Publisher
Gibson, M. A. (2012)	Food Security in Organic Food: An Australian perspective	Ed. Tony Lobo and Bruno Mascitelli
Wong, C. U. I., & Chao, S. L. (2012)	Series on Macao Cultural Heritage – Macao Food Culture	Macao: Pearson Publication and Institute for Tourism Studies (156 pages, Chinese)
Lam, C. C., Du Cros, H., & Vong, T.N. (2013)	Macao’s Cross – Border Medical Tourism: A New Way Forward?	In M. Hall (Ed.), Medical Tourism (pp.123 - 136) Routledge
Moreira, P. (2013)	Economic Competition and Survival Endurance: Restricted Environments, Behavioral Options, the Extinction of the Dodo, the Easter Island Case and the Tragedy of the Commons Effect	In L. Lick and R. Davison (Eds.) Sustainable Business Tourism (pp.41 - 51). Arnhem: ATLAS
Wong, C. U. I., & Ryan, C. (2013).	Tourism at Buddhist Shrines on Putuoshan – A Co-existence of the Secular and Profane	In Ryan, C. and Huang, S. (Eds.) Tourism in China, Destination, Planning and Experiences (pp.250 - 261). Bristol: Channel View Publications
Bao, J., & Xu, Y. (2013)	Analyzing the Domestic Tourist Markets of China: A Case Study of Guilin	In World Tourism Organization (UNWTO), Domestic Tourism in Asia and the Pacific (pp.92 - 109). UNWTO-Madrid

在學術期刊出版的論文 Papers Published in Journals

作者 Author	論文題目 Title	學術期刊及雜誌的名稱 Name of Journal and Periodical
周聖來 (2012)	論白話文中的日語外來語是“和制漢語”還是“和制漢詞”	名作欣賞, 2012 年第 30 期(北大核心期刊)
周聖來 (2012)	簡體字的普及對澳門社會的影響 – 以旅遊業為例	社會科學家, 2012 年 10 月, (中國中文核心期刊, CSSCI 來源期刊)
Dioko, L. A. N., & So, S.-I. (2012)	Branding Destinations Versus Branding Hotels in a Gaming Destination – Examining the Nature and Significance of Co-Branding Effects in the Case Study of Macao	International Journal of Hospitality Management 31(2), 554 - 563
Harrill, R., Dioko, L. A. N. , et al. (2012)	The Contemporary International Social Science Research Center: Guidelines for Effective Management	Journal of Higher Education Management 27(1), 19
So, S.I., Dioko, L. A. N. , et al. (2012)	Attracting Divergent Segments to a Destination: Assessing Segment Compatibility by Activities Sought – A Case Study of Macao	Journal of Vacation Marketing 18(4), 341 - 357
Whitfield, J., Dioko L. A. N. , et al. (2012)	Attracting Convention and Exhibition Attendance to Complex Mice Venues: Emerging Data from Macao	International Journal of Tourism Research: DOI:10.1002/jtr.1911
Lo, K. I. H., Wong, I. K. A. , Yim, C. M. R., & Whitfield, R. (2012)	Examining the Impacts of Community and Organization Embeddedness on Self-initiated Expatriates: The Moderating Role of Expatriates – Dominated Private Sectors	International Journal of Human Resource Management, 23 (20), 4211 - 4230

Loi, K. I., & Pearce, P. L. (2012)	Annoying Tourist Behaviours: Perspectives of Hosts and Tourists in Macao	Journal of China Tourism Research, 8(4), 395 - 416
Loi, K. I., & Tou, U. I. (2012)	Tourist Portfolio Analysis Model Revisited – A Risk/Return Approach	Anatolia-An International Journal of Tourism and Hospitality Research, 24(1), 63 - 74
Moreira, P. (2012)	Economic Competition, Sustainability and Survival Endurance: The Extinction of the Dodo, the Easter Island Case and the Tragedy of the Commons Effect	Higher Learning Research Communications Journal, 2(4), 23 - 36
Chan, S. H., Pilkington, P. A., & Wan, Y. K. P. (2012)	Policies on Smoking in the Casino Workplace and Their Impact on Smoking Behaviour among Employees: Case Study of Casino Workers in Macao	International Journal of Hospitality Management, 31(3), 728 - 734
Wan, Y. K. P., & Kong, W. H. (2012)	Career Perceptions of Undergraduate Heritage Management Students	Journal of Hospitality & Tourism Education, 24(1), 5 - 15
Wong, C. U. I., & McKercher, B., (2012)	Day Tour Itineraries: Searching for the Balance between Commercial Needs and Experiential Desires	Tourism Management, 33, pp.1360 - 1372
Wong, I. K. A. (2012)	Exploring Chinese's Motivation in Casino Visits: Differences in Visitation Attributes	Tourism Review International, 16 (3 - 4), 271 - 226
Lei, W., & Zhao, W. (2012)	Determinants of Arts Festival Participation: An investigation of Macao Residents	Event Management, 16(4), 283 - 294

周聖來 (2013)	淺談導遊的外語能力對異地文化溝通的影響：以澳門為例	旅遊縱覽 (12), 40 - 41
Dioko, L. A. N., Harrill, R., et al. (2013)	The Wit and Wisdom of Chinese Tour Guides: A Critical Tourism Perspective	Journal of China Tourism Research 9(1), 27 - 49
Dioko, L. A. N., So, S.I. et al. (2013)	Hotel Category Switching Behavior – Evidence of Mobility, Stasis or Loyalty	International Journal of Hospitality Management 34, 234 - 244
Whitfield, J., Dioko, L. A. N., et al. (2013)	Scoring Environmental Credentials: A Review of UK Conference And Meetings Venues Using the GREENER VENUE Framework	Journal of Sustainable Tourism, 1 - 20
Io, M. U. (2013)	Testing a Model of Effective Interpretation to Boost the Heritage Tourism Experience: A Case Study in Macao	Journal of Sustainable Tourism, 21(6), 900 - 914
Li, X, & Hudson, S. (2013)	The Application of Generational Theory to Tourism Consumer Behavior: An American Perspective	Tourism Management, 37, 147 - 164
Lourenço, F. (2013)	To Challenge The World View or to Flow with it? Teaching Sustainable Development in Business Schools	Business Ethics: A European Review, 22(3), 292 - 307
Vong, C. K., & Wong, I. K. A. (2013)	Corporate and Social Performance Links in the Gaming Industry	Journal of Business Research. 66 (9), 1674 - 1681

Chan, S. H., Wan, Y. K. P. , & Speece, M. (2013)	What Attributes Are Sought by Chinese Casino Visitors When They Visit a Casino?	The Journal of Gambling Business and Economics, 7(1), 21 - 40
Wan, Y. K. P. (2013)	A Comparison of the Governance of Tourism Planning in the Two Special Administrative Regions (SARs) of China – Hong Kong and Macao	Tourism Management, 36, 164 - 177
Wan, Y. K. P. (2013)	Barriers for People with Disabilities in Visiting Casinos	International Journal of Contemporary Hospitality Management, 25(5), 660 - 682
Wan, Y. K. P. (2013)	Work Stress among Casino Industry Supervisors in Macao Casinos	International Journal of Hospitality and Tourism Administration, 14(2), 179 - 201
Wan, Y. K. P. , & Chan, S. H. (2013)	Casino Employees' Perceptions of Quality of Work Life	International Journal of Hospitality Management, 34, 348 - 358
Wan, Y. K. P. , Kim, S. & Eillot, S. (2013)	Behavioral Differences in Patterns of Gambling among Chinese Subcultures as Perceived by Macao Casino Staff	Cornell Hospitality Quarterly. DOI: 10.1177/193896551348528510.1177/1938965513485285
Wan, Y. K. P. , & Li, X. (2013)	Sustainability of Tourism Development in Macao, China	International Journal of Tourism Research, 51(1), 52 - 65
Wong, C. U. I. (2013)	The Sanitization of Colonial History: Authenticity, Heritage Interpretation and the Case of Macau's Tour Guides	Journal of Sustainable Tourism, 21(6), 915 - 931

Wong, C. U. I., McIntosh, A., & Ryan, C. (2013)	Buddhism and Tourism – Perceptions of the Monastic Community at Pu-Tuo-Shan, China	Annals of Tourism Research, 40, 213 - 234
Cheng, M. M., Xin, J., Wong, I. K. A. (2013)	Ecotourism Site in Relation to Tourist Attitude and Further Behavioral Changes	Current Issues in Tourism. DOI: http://dx.doi.org/10.1080/13683500.2013.800030
Wong, I. K. A. (2013)	Mainland Chinese Shopping Preferences and Service Perceptions in the Asian Gaming Destination of Macau	Journal of Vacation Marketing, 19(3), 239 - 251
Wong, I. K. A. (2013)	Exploring Customer Equity and the Role of Service Experience in the Casino Service Encounter	International Journal of Hospitality Management, 32, 91 - 101
Wong, I. K. A., & Wu, J. Y. S. (2013)	Understanding Casino Experiential Attributes: An Application to Casino Market Position	International Journal of Hospitality Management 35, 214 - 224
Wong, I. K. A., & Dioko, L. A. N. (2013)	Understanding the Mediated Moderating Role of Customer Expectations in the Customer Satisfaction Model: The Case of Casinos	Tourism Management 36, 188 - 199
Wong, I. K. A., & Wan Y. K. P. (2013)	A Systematic Approach of Scale Development in Tourist Shopping Satisfaction: Linking Destination Attributes and Shopping Experience	Journal of Travel Research, 52(1), 29 - 41



在研討會發表或收錄於論文集的論文 **Papers Presented in Conferences or Published in Conference Proceedings**

作者 Author	發表論文題目 Presented Paper	研討會 Conference	地點和年份 Date & Location
Lou, T. S.	Business Students' Perception of Professional Discursive Roles	2 nd International Conference Applied Linguistics and Professional Practice 2012	Sydney, Australia 2012
Moreira, P. & Iao, I. M. C.	A Study on Destination Image and the Behavioral Factors of Destination Loyalty	2012 International Academic Conference	Lisbon, Portugal 2012
Wan, Y. K. P., Kim, S. & Elliot, S.	Understanding Macao Casino Gambling Behaviors of Chinese Subcultures	1 st Asia Pacific Conference on Gambling & Commercial Gaming Research	Macao SAR 2012
Wilhelm, T.	R-E-S-C-U-E: Coaching Intrinsic Motivation Toward Joys and Benefits in Language Acquisition	Malaysian International Conference on Academic Strategies in English Language Teaching 2012	Shah Alam, Malaysia 2012
Wong, C. U. I.	Gaming Tourism Enclave Alleviates Tensions between Hosts and Guests-Voices from the Residents of Taipa Island, Macau	7 th International Coastal & Marine Tourism Congress 2012	Breda, The Netherlands 2012

Wong, I. K. A.	An Investigation of Casino Service Experience	1 st Asia Pacific Conference on Gambling & Commercial Gaming Research	Macao SAR 2012
Yeung, R. M. W., & Lam, V. I. K.	Prediction of Visitor Attendance to Stage Shows: A Modeling Approach	4 th Destination Branding & Marketing Conference (DBM)	Cardiff, UK 2012
Yeung, R. M. W., & Lau, V. M. C.	Economic Disparities Effect: Trip Characteristics of Visitors from Eastern and Western China	4 th Destination Branding & Marketing Conference (DBM)	Cardiff, UK 2012
But, W. P. J.	A Proposed Framework for Assessment Impact and Livelihood Outcomes for Destinations under Tourism	The China Tourism and China Hotel-Branding Forum 2013 – New Tourism, New Strategies	Hong Kong SAR 2013
Couto, U. S., Tang, W. S. L., & Boyce, P.	Exploring the Motorsport Event Product: The Case of Macau Grand Prix 2010	Making Waves International Conference on Events (ICE2013) & 10 th AEME Educators Forum	Bournemouth, UK 2013
Couto, U. S.	Flash Mobs in Macau	Academy of Marketing Conference	Cardiff, UK 2013
Dioko, L. A. N., & Whitfield, J. E.	Price Competitiveness and Government Incentives for Stimulating the Meetings Industry - A Critical Look at the Case of Macau	Making Waves International Conference on Events (ICE2013) & 10 th AEME Educators Forum	Bournemouth, UK 2013

Io, M. U.	An Analysis on the Demand for Homeland Visit: The Case of the Chinese Immigrants in Macao	The International Conference on Tourism, Transport, and Logistics 2013	Paris, France 2013
Oguchi, T., & Io, M. U.	The Motivation for Chinese Immigrants in Japan to Visit Their Homeland	National Conference organised by Toyo University of Japan	Tokyo, Japan 2013
Oguchi, T., Saika, R., & Io, M. U.	The Effects of Visiting Homeland on Immigrants' Psychological Well-Being	19 th Asia Pacific Tourism Association Annual Conference (APTA)	Bangkok, Thailand 2013
Kong, W. H., & Chang, T. Z.	Souvenir Shopping, Tourist Motivation and Travel Experience	3 rd Advances in Hospitality and Tourism Marketing and Management Conference	Taipei, Chinese Taiwan 2013
Lau, V. M. C., & Fong, K. K. S.	Motivations Behind Good Deeds – Perspectives of Future Hotel Policy Makers	19 th Asia Pacific Tourism Association Annual Conference (APTA)	Bangkok, Thailand 2013
Chai, M. L. P., Lau, V. M. C., & Xie, K. F.	A Lemons Problem for Chinese Reverse Merger?	2013 Accounting and Finance Association of Australia and New Zealand Conference (AFAANZ)	Bangkok, Thailand 2013
Chai, M. L. P., Lau, V. M. C., & Xie, K. F.	The End Justifies the Means? Signaling Effect of How and Where to List	7 th Asia Pacific Interdisciplinary Research in Accounting Conference (APIRA)	Kobe, Japan 2013

Lei, W. S., & Lam, C.C.	The Effectiveness of Hosting an Event on Learning Outcomes in Event Education	International Critical Tourism Studies Conference V	Sarajevo, Bosnia & Herzegovina 2013
Leong, I. K., & Lam, C.C.	Disparity in Smoking Behavior: Tourists from High and Low Smoking Restriction Origins	3 rd Advances in Hospitality and Tourism Marketing and Management Conference	Taipei, Chinese Taiwan 2013
Li, X., & Yen, C.L. (2013).	Understanding the Influence of Hotel Brand Personality and Brand Familiarity on Brand Loyalty in Economy Hotel Sector	3 rd Advances in Hospitality and Tourism Marketing and Management Conference	Taipei, Chinese Taiwan 2013
Loi, K. I., & Lei, W. S.	The Graduates' Perspectives of Event Management Education	International Critical Tourism Studies Conference V	Sarajevo, Bosnia & Herzegovina 2013
Moreira, P.	Economic Competition and Survival Endurance: The Efficiency Losses of Competition	2013 International Academic Conference	Bergen, Norway 2013
Neiryndck, B. C. R., Gibson, M. A., & Zhang, X.F.	Expectations of Interaction Between Chefs and Customers on Choice of Service in Full Service Restaurants	"Food, Drink and Hospitality: Space, Materiality, Practice" Conference	London, UK 2013
Qi, S. S., Law R., & Buhalis, D.	Chinese Preferences of Hotel Websites: The Differences among Different Regions	International Conference on Hospitality and Tourism Marketing and Management	Paris, France 2013

Suntikul, W.	Nostalgia-Motivated Thai Domestic Tourism at Amphawa	International Critical Tourism Studies Conference V	Sarajevo, Bosnia & Herzegovina 2013
Tang, C. Z.	The Quasi Destination as an Innovative Component of the Tourism System: Evidence from Singapore	The International Conference on Tourism, Transport and Logistics 2013	Paris, France 2013
Tang, C. Z. Gibson, M., & Weaver, D.	The Role of Indigenous Food in Destination Image Formation and its Contribution to Tourism Destination Development – Evidence from Lijiang, China	19 th Asia Pacific Tourism Association Annual Conference (APTA)	Bangkok, Thailand 2013
Wan, Y. K. P., Pinheiro, F.V., Chaplin, I., Lao, R., & U, C. W. G.	A Strategy for Macau to Increase Its Tourism Carrying Capacity	11 th ApacCHRIE Conference 2013	Macao SAR 2013
Pinheiro, F.V., Chaplin, I., Wan, Y. K. P. , Lao, R., & U, C. W. G.	Hospitable Spaces for Hospitality Places: Possibilities and Approaches for the Optimization of Capacity	11 th ApacCHRIE Conference 2013	Macao SAR 2013
Ward, S. L.	Culture Communication and Customer Service: Sociolinguistic Analysis of Customer Service Accounts from Macau's Burgeoning Hospitality Industry	The Hawaii International Conference on Arts and Humanities	Honolulu, USA 2013

Ward, S. L.	Towards a More Effective Collaborative Learning Environment in East Asia	4 th Asian Conference on Arts and Humanities 2013	Osaka, Japan 2013
Wong, C. U. I., & Kuan Weng Si	Cultural Tourism as Salvation for Petty Capitalism: the Pedicab Drivers of the Las Vegas of the East	International Critical Tourism Studies Conference V	Sarajevo, Bosnia & Herzegovina, 2013
Wong, C. U. I., & Kuan, W. S.	Cultural Tourism as Salvation for Petty Capitalism: the Pedicab Drivers of the Las Vegas of the East	Tourism Critical Practice: Activating Dreams into Action, International Critical Tourism Studies Conference V 2013	Sarajevo, Bosnia & Herzegovina 2013
Chim, W. K. V., & Wong, I. K. A.	Linking Event Motivation and Value in Cultural Festivals: A Preliminary Investigation	11 th ApacCHRIE Conference 2013	Macao SAR 2013
Liu, T. C. M., & Wong, I. K. A., Shi, G. C., Zúñiga, M., & Chu, R.	The Influence of CSR and Mediating Effect of Brand Quality on Brand Preference	Academy of Marketing Science – World Marketing Congress Conference	Melbourne, Australia 2013
Rosenbaum, M. S., & Wong, I. K. A.	Conceptualizing and Measuring Return on Green Equity	2 nd Annual Conference for Positive Marketing	New York, USA 2013
Rosenbaum, M. S., & Wong, I. K. A.	Is Green Red or Black? Understanding How Luxury Hospitality Customers Value Green Initiatives	World Social Marketing Conference	Toronto, Canada 2013
Wong, I. K. A.	Toward a Better Understanding of Casino Service Experience	11 th ApacCHRIE Conference 2013	Macao SAR 2013

Wong, I. K. A., & Gao, H. J.	Linking Organizational Behaviors and Employee Job Performance: The Moderating Role of CSR and Cultural Values	American Marketing Association Frontiers in Service Conference	Taipei, Chinese Taiwan 2013
Wong, I. K. A., & Li, X.	Does Destination Service Matter in Gaming Destinations? The Role of Travel Purpose	Academy of Marketing Science – World Marketing Congress Conference	Melbourne, Australia 2013
Xu, Y.	Understanding Tour Guides under the Mode of Zero-Fare Group Tour	19 th Asia Pacific Tourism Association Annual Conference (APTA)	Bangkok, Thailand 2013
Yeung, R. M. W., Altinay, L., & Brookes, M.	Franchising in Emerging Markets: Franchise Purchase Process	Academy of Marketing Conference	Cardiff, UK 2013
Yeung, R. M. W., Brookes, M. & Altinay, L.	Trend of Franchising Hospitality and Retail Services in Macau	11 th AsiaCHRIE Conference 2013	Macao SAR 2013
Yeung, R. M. W., & Yee, W. M. S.	Pull, Push and Post Attendance Experience: Insight for Organizer in Food Tourism	Making Waves International Conference on Events (ICE2013) & 10 th AEME Educators Forum	Bournemouth, UK 2013
Yee, W. M. W., Yeung, R. M. W., & Ma, L.	Drivers of Customer Satisfaction in the Fitness Club Industry	Academy of Marketing Conference	Cardiff, UK 2013





放眼天下

Global Outreaching

國際聯繫 INTERNATIONAL LINKS

國際網絡的拓展 Expansion of International Network

旅遊學院不斷致力拓展國際網絡，於 2012/13 學年與新伙伴簽署之協議包括：

During the academic year 2012/13, IFT continued to strive for the expansion of its international network. The protocols signed with new partners are shown below:

- 泰國都喜天闕學院 Dusit Thani College, Thailand
- 西班牙聯合國世界旅遊組織 World Tourism Organization, Spain
- 法國尼斯 L'école Hôtelière et de Tourisme Paul Augier 旅遊酒店學校 L'école Hôtelière et de Tourisme Paul Augier, France
- 中國廣州市南沙區教育局 The Educational Bureau of Nansha District, Guangzhou, PRC

亞太旅遊教育及培訓院校網絡 Asia-Pacific Education and Training Institutes in Tourism (APETIT)

旅遊學院是亞太旅遊教育及培訓院校網絡的創會會員及行政委員會成員，而此網絡是由聯合國亞太經濟及社會事務委員會成立的。

此學年繼續推行“亞太旅遊教育及培訓院校網絡馬可孛羅計劃”，讓網絡院校學生於接收院校參加為期不少於 1 學期之交換生課程，成功完成後除可取得該校之成績單，還可獲頒一張由雙方院校共同簽署，並經網絡確認之證書。此學年參與派送交換生之院校包括韓國東亞大學。

IFT is a founding member as well as an executive member of the Network of Asia-Pacific Education and Training Institutes in Tourism (APETIT), which is established by United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP).

The APETIT Marco Polo Programme continued to be implemented in this academic year. The Programme enables students from Network institutions to participate in a student exchange programme for a duration of not less than a semester. Upon successful completion, apart from the academic report from the receiving institution, students will be awarded a joint certificate by home and receiving institutions, which is endorsed by APETIT. Dong-A University in Republic of Korea participated in the programme during this year.

亞太旅遊協會 Pacific Asia Travel Association (PATA)

四月，學院出席於泰國曼谷舉行之亞太旅遊協會年會。

In April, IFT attended PATA Annual Conference in Bangkok, Thailand.

聯合國世界旅遊組織 United Nations World Tourism Organization (UNWTO)

四月，學院出席於印度海得拉巴舉行之第二十五屆太平洋東亞委員會和南亞委員會聯合會議；以及旅遊可持續發展研討會，期間學院和聯合國世界旅遊組織簽訂了合作協議。

In April, IFT attended the 25th Joint Meeting of UNWTO Commission for East Asia and the Pacific & UNWTO Commission for South Asia and UNWTO Conference on Sustainable Tourism Development in Hyderabad, India. IFT and UNWTO signed collaboration agreement.

六月，學院出席於韓國首爾舉行之第一屆亞太地區區域研討會和附屬成員會議。

In June, IFT attended the 1st UNWTO Regional Conference on Tourism Partnerships: Future Tourism for Asia and the Pacific and Affiliate Member Meeting in Seoul, Republic of Korea.

十一月，學院出席於土耳其伊斯坦堡舉行之聯合國世界旅遊組織知識網絡會議及第三十三屆附屬成員會議。

In November, IFT attended the UNWTO Knowledge Network Session and the 33rd Session of UNWTO Affiliate Members' Plenary Session in Istanbul, Turkey.

亞太觀光學會 Asia Pacific Tourism Association (APTA)

七月，學院出席於泰國曼谷舉行之第十九屆亞太觀光學會年會及行政委員會會議。

In July, IFT attended the 19th APTA Annual Conference and Board Meeting in Bangkok, Thailand.

中國旅遊及中國酒店品牌論壇 2013 2013 China Tourism and China Hotel-Branding Forum

五月，學院於中國旅遊及中國酒店品牌論壇發表了“發展及管理望廈迎賓館”報告。

In May, IFT presented a report on “Developing and Managing Pousada de Mong-Há” at 2013 China Tourism and China Hotel-Branding Forum.

珠海及橫琴考察團 Zhuhai and Hengqin Delegation Visit

六月，學院參與由社會文化司率領之代表團考察橫琴新區發展。

In June, IFT joined a delegation visit led by the Office of the Secretary for Social Affairs and Culture and visited the new development area in Hengqin.

2013年粵澳合作聯席會議 2013 Guangdong-Macao Collaboration Round Table Meeting

六月，學院與中國廣州市南沙區教育局簽署《職業教育合作框架協議書》。

In June, IFT signed a protocol with The Educational Bureau of Nansha District, Guangzhou, PRC.



國際校務 INTERNATIONAL ROLES

國際會籍 International Membership

組織 Association	會籍 Membership
亞洲文化遺產管理學會 Asian Academy for Heritage Management (AAHM)	<ul style="list-style-type: none"> - 創會會員 - 行政委員會主席及秘書 - 知識管理中心 - 教科文組織世界文化遺產專業導遊培訓中心 - Founding Member - Chairperson of Executive Committee and Secretariat - Knowledge Management Hub - Focal point for UNESCO Cultural Heritage - Specialist Guides Programme
亞太旅遊教育及培訓院校網絡 Asia-Pacific Education and Training Institutes in Tourism (APETIT)	<ul style="list-style-type: none"> - 創會會員 - 會員大會成員 - 行政委員會成員 - “導師培訓”及顧問服務中心 - Founding Member - General Council Member - Executive Committee Member - Training the Trainer Centre
亞太觀光學會 Asia Pacific Tourism Association (APTA)	<ul style="list-style-type: none"> - 行政委員會成員 - 會員大會成員 - 區域代表 - Board Member - Institutional Member - Regional Representative
旅遊及休閒教育協會 Association for Tourism and Leisure Education (ATLAS)	成員 Member

<p>葡萄牙語大學聯會 Associação das Universidades de Língua Portuguesa (AULP)</p>	<p>成員 Member</p>
<p>亞太旅遊協會 Pacific Asia Travel Association (PATA)</p>	<ul style="list-style-type: none"> - 附屬成員 - 教育委員會成員 - 業界委員會會員及業界委員會會員於 PATA 理事會內的代表 - Associate Member - Education/Training Committee Member - Industry Council Member and Council - Representative to the PATA Board
<p>亞太旅遊協會澳門支部 PATA Macau Chapter</p>	<p>主席 Chairman</p>
<p>聯合國世界旅遊組織 United Nations World Tourism Organization (UNWTO)</p>	<ul style="list-style-type: none"> - 附屬成員 - 知識網絡成員 - Affiliate Member - Knowledge Network Member

國際認證課程合作伙伴 Partners for International Qualification Courses



美國酒店業協會教育學院

American Hotel and Lodging Educational Institute (AH&LEI)

提供認可課程及考核

Provide approved courses and assessments



法國布根地葡萄酒學校

Burgundy Wine School

提供認可課程及考核

Provide approved courses and assessments



國際美容治療及美容師聯盟

Confederation of International Beauty Therapy & Cosmetology (CIBTAC)

授權學校

Accredited Training Establishment



國際調酒師協會

International Bartenders Association (IBA)

提供認可課程及考核

Provide approved courses and assessments



國際航空運輸協會

International Air Transport Association (IATA)

- 認可培訓中心 IATA/UFTAA (United Federation of Travel Agents' Associations) Authorised Training Center

- 2012亞太地區10間最佳認可培訓中心之一 2012 Asia Pacific Top 10 Authorised Training Center



ITEC

認可培訓學校

Registered College



International
Qualifications from EDI

倫敦工商會

London Chamber of Commerce and Industry (LCCI)

提供認可課程及考核

Provide approved courses and assessments



法國藍帶廚藝學院

Le Cordon Bleu

提供認可課程

Provide approved courses



日本清酒侍酒師協會

Sake Sommelier Association

提供認可課程及考核

Provide approved courses and assessments



Servsafe®

提供認可課程及考核

Provide approved courses and assessments



歐洲精品咖啡協會

Specialty Coffee Association of Europe (SCAE)

提供認可課程及考核

Provide approved courses and assessments



世界侍酒大師公會

The Court of Master Sommeliers (CMS)

提供認可課程及考核

Provide approved courses and assessments



葡萄酒及烈酒教育信託

Wine & Spirit Education Trust

澳門認可培訓中心

Approved Programme Provider in Macao

旅遊學院國際視野 INTERNATIONAL EXPOSURE AT IFT (ie@IFT)

雙確認學士學位課程 Dual Recognition Degree Programme

為突顯旅遊學院與荷蘭布列達科技應用大學課程之優點，兩院合辦 1 年制雙確認學士學位課程，目的是讓學士學位課程最後 1 年的學生有機會參加 1 年交換生課程。成功完成課程後，學生將分別獲頒發旅遊學院及荷蘭布列達科技應用大學之學士學位畢業證書。此學年參與的學生有 3 名。

The Dual Recognition Degree (DRD) Programme is jointly offered by IFT and NHTV Breda University of Applied Sciences in the Netherlands. This initiative is to capitalise on the strength of the programmes offered by both institutions, allowing final year students to spend a year at the partner institution. Upon fulfilling all graduation requirements, DRD students will be awarded two bachelor degrees – one by IFT and one by NHTV. Three students joined in the academic year.

交換生課程 Student Exchange Programme

本學年共有 21 名學生分別到奧地利、芬蘭、荷蘭、瑞典、瑞士、英國或美國參加了為期 1 學期的交換生課程。

In 2012/13, 21 IFT students joined one-semester exchange programmes in Austria, Finland, the Netherlands, Sweden, Switzerland, the United Kingdom or the United States in the academic year.



瑞典林奈大學
Linnaeus University,
Sweden



美國南卡羅萊納大學
University of South Carolina,
United States



奧地利 IMC 科技應用大學
IMC University of Applied Sciences,
Austria



瑞士格里昂酒店管理大學
Glion Institute of Higher Education,
Switzerland



瑞典林奈大學
Linnaeus University,
Sweden



美國佐治亞州立大學
Georgia State University,
United States



英國利茲都會大學
Leeds Metropolitan University,
United Kingdom



美國俄克拉荷馬州立大學
Oklahoma State University,
United States



荷蘭布列達科技應用大學
NHTV Breda University of Applied Sciences,
the Netherlands



芬蘭 Haaga-Helia 科技應用大學
Haaga-Helia University of Applied Sciences,
Finland

國際實習體驗 International Internship

實習為三年級學生提供現實的工作機會，學年內新增之海外實習機構包括：

The internship programme provides a hands-on practice opportunity in a real-life setting when the students are in year three. New international providers are:

機構	Organisation
中國上海 AEG China	AEG China, Shanghai, PRC
馬爾代夫北馬累環礁伊瑚魯悅椿度假村	Angsana Ihuru, North Male' Atoll, Republic of Maldives
泰國曼谷亞洲會議活動有限公司	AsiaCongress Events Co., Ltd, Bangkok, Thailand
中國香港柏堡活動策劃有限公司	Baobab Tree Event Management Company Limited, Hong Kong SAR, PRC
泰國布吉布拉紗里度假村	Burasari Resort, Phuket, Thailand
中國浙江杭州市下城區文化廣電新聞出版局	Hangzhou Municipal Bureau of Culture, Zhejiang, PRC
中國雲南省宜良縣文物保護管理所	Heritage Conservation Department of Yiliang, Yunnan, PRC
澳洲昆士蘭州凱恩斯希爾頓酒店	Hilton Cairns, Queensland, Australia
泰國曼谷艾美酒店	Le Méridien Bangkok, Bangkok, Thailand
泰國素叻他尼府蘇梅島艾美水療度假酒店	Le Méridien Koh Samui Resort & Spa, Surat Thani, Thailand

中國台灣台北寒舍艾美酒店	Le Méridien Taipei Hotel, Taipei, Chinese Taiwan
毛里裘斯貝爾馬爾美岸麗世度假村	Lux Island Resorts Ltd., Belle Mare, Republic of Mauritius
中國上海國際會議中心 — 東方濱江大酒店	Shanghai International Convention Center – The Oriental Riverside Hotel, Shanghai, PRC
澳洲昆士蘭州布哩布哩陽光城堡	Sunshine Castle Bli Bli, Queensland, Australia
馬爾代夫妮蘭朵南環礁美露麗芙島海灘溫泉度假村	Vilu Reef Beach And Spa Resort, South Nilandhe Atoll, Republic of Maldives
馬爾代夫北馬累環礁泰姬珊瑚礁度假村	Vivanta By Taj-Coral Reef, Maldives, North Male' Atoll, Republic of Maldives
泰國素叻他尼府蘇梅島 W 度假酒店	W Retreat Koh Samui, Surat Thani, Thailand
美國檀香山太平洋國家紀念館二次大戰勇士碑	World War II Valor in the Pacific National Monument/National Park Service, Honolulu,USA



夏季國際交流課程 Summer International Exchange Programme

2013年7月1至9日，旅遊學院與英國利茲都會大學合辦2013夏季國際交流課程，題為“拓展文化旅遊”。學員透過講座、小組專案、實地考察等認識主題。

IFT and Leeds Metropolitan University, United Kingdom, jointly organised Summer International Exchange Programme 2013 from 1 to 9 July 2013 on “Developing Cultural Tourism”. Participants attended seminars, team projects, field trips, etc. to learn the themes.





實踐中學習

Learning by Doing

旅遊學院附設兩所對外開放的實習單位，分別為教學酒店 — 望廈迎賓館及教學餐廳。在專業導師的指導下，學生可於實際工作環境下吸取寶貴的學習經驗，並掌握到專業操作技巧。作為一所公立的高等院校，兩所實習單位均不收取政府稅項及額外附加費。

There are two training units within the Institute, the Educational Hotel – Pousada de Mong-Há and the Educational Restaurant. Both units offer our students a unique opportunity of hands-on practical training guided by professionals in a real-life environment. As a public tertiary institute, the training units are open to the public, and government tax and service charges are not imposed.

望廈迎賓館 POUSADA DE MONG-HÁ

第十五屆國際食品及飲料、酒店、餐廳及餐飲設備、供應及服務展覽會 The 15th International Exhibition of Food & Drink, Hotel, Restaurant & Foodservice Equipment, Supplies & Services (HOFEX 2013)

2013年5月，望廈迎賓館員工赴香港參加了第十五屆國際食品及飲料、酒店、餐廳及餐飲設備、供應及服務展覽會；當日亦到香港兩所教學酒店觀摩，並與當地的酒店專業人員進行交流。

In May 2013, the staff members of Pousada de Mong-Há attended the 15th International Exhibition of Food & Drink, Hotel, Restaurant & Foodservice Equipment, Supplies & Services (HOFEX 2013) and also visited 2 educational hotels in Hong Kong. Through these visits and exchange with the hotel professionals in the neighbouring region, Pousada de Mong-Há grasped the latest news on hotel facilities and gets to know the latest hotel operation models.

澳門及香港國際環保博覽 Eco Expos in Macao and Hong Kong

望廈迎賓館派員參與在澳門及香港舉行的國際環保博覽，參觀香港各間環保酒店及其他推廣生態保育的設施。

The staff members of Pousada de Mong-Há participated in Eco Expos held in Macao and Hong Kong, as well as visiting some green hotels and ecological conservation facilities in Hong Kong.

綠色學校伙伴計劃之《環保教案獎勵計劃》 Teaching Plan Project Organised by the Macau Environmental Protection Bureau

望廈迎賓館館長羅嘉賢博士參與由澳門環境保護局主辦的“綠色學校伙伴計劃”之《環保教案獎勵計劃》的評審工作，並於2012年10月獲邀到韓國首爾參與環保考察交流團，從中所獲得的環保節能方面的新資訊及啟發，將之運用於學院內。

Dr. Helena Lo, Director of Pousada de Mong-Há participated in the green teaching plan project organised by the Macau Environmental Protection Bureau, and in October 2012, joined the Korean green trip for a fruitful exposure, bringing back the latest trends and inspiration for the environmental protection movement in IFT.

行政公職局的服務承諾計劃 Performance Pledge Scheme Introduced by the Public Administration and Civil Services Bureau

自2008年起，迎賓館為配合行政公職局推行的服務承諾計劃，制定了一系列指引。多年來不論在住宿、會展及學生宿舍方面均達到服務承諾項目所預期的指標。由於學院一直需要向外租賃宿舍，而租賃市場需求熾熱且為學生宿舍管理小組帶來重大的挑戰。儘管如此，學生宿舍管理小組仍獲得宿生們的認同及讚許。與此同時，迎賓館在住宿及會展範疇亦取得不少其他國際級的殊榮及推介。

Pousada de Mong-Há has been establishing a series of procedures to support the Performance Pledge Scheme which is introduced by the Public Administration and Civil Services Bureau. It has been able to reach the standards in accommodation, event and hostel services since it joined in 2008. With regards to student hostel services, IFT has been having to lease private properties for student hostel use, and the increasing demand in the property leasing market has been posing challenges to the Pousada's hostel team in the search for suitable apartments for non-local students. Fortunately, hostel students have been appreciative to the team's unceasing effort. The Pousada has also received equal appreciation from the Pousada guests and has earned international awards and recommendations.

員工內部實習及交流 Internal Cross Training

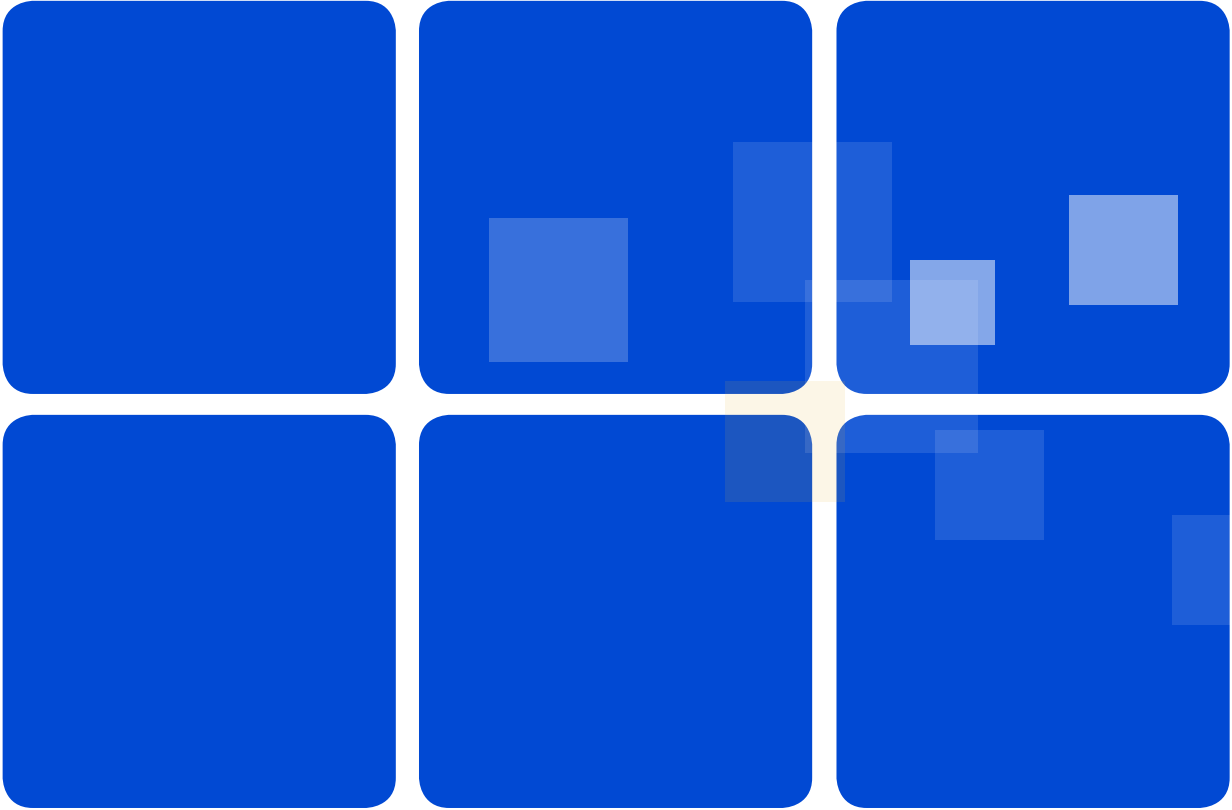
迎賓館同事於學院不同部門進行內部工作輪換，使員工接觸其他工作範疇的職能，加強了部門之間的溝通，提升工作效率。

Pousada assigned internal departmental cross training for staff members, aiming to improve their overall understanding of the operations within other departments of the Institute, to facilitate effective communications, and to enhance work efficiencies.

望廈迎賓館歷年來榮獲的獎項及推介 : Awards and Achievement of Pousada de Mong-Há:

獎項 Awards	頒發機構 Organisation	年份 Year
2013 卓越獎 2013 Certificate of Excellence Award	TripAdvisor 中國官方網頁到到網 TripAdvisor China official website daodao.com	2012 - 2013
旅客最佳之選 Travelers' Choice Award	TripAdvisor	2011 - 2013
中國最物超所值酒店的第 3 位 亞洲最物超所值酒店的第 25 位 Top 3 Best Value Hotel in China Top 25 Best Value Hotel in Asia	TripAdvisor	2013
星級推介 Recommended Hotel	米芝蓮香港・澳門指南 Michelin Guide Hong Kong and Macau	2009 - 2013
星級推介 Recommended Hotel	日本旅遊指南 Globe-Trotter Japanese travel guidebook Globe-Trotter	2005 - 2013
澳門環保酒店獎銀獎 Macao Green Hotel Silver Award	澳門環境保護局 Macau Environmental Protection Bureau	2010 - 2013





IFT.

教學餐廳 EDUCATIONAL RESTAURANT

2012美食博覽會 HKTDC Food Expo 2012

8月16日，餐飲部行政副經理黃育山及特邀副教授 Mark Gibson 博士前往香港會議展覽中心出席參加“第23屆 HKTDC Food Expo 2012 美食博覽會”。

Mr. David Wong, Food and Beverage Executive Assistant Manager, and Dr. Mark Gibson, Invited Assistant Professor, took part in the 23th HKTDC Food Expo 2012 on 16 August at the Hong Kong Convention & Exhibition Centre.

香港餐飲展 2012 Restaurant & Bar Hong Kong 2012

9月11至13日，8名餐飲部員工參加“香港餐飲展 2012”。

Eight F&B staff members attended the 10th Anniversary Restaurant & Bar Hong Kong 2012 from 11 to 13 September at the Hong Kong Convention & Exhibition Centre.

2012年度第六屆糕點比賽 Macau 6th Chapter Pastry Competition 2012

9月21至23日，烘焙技師 Ronald G. Gonzales、餅師蘇少娟及劉擇祥代表旅遊學院參加於威尼斯人渡假村酒店舉行的第三屆中國餐飲業博覽會舉行的第六屆糕點比賽。烘焙技師 Ronald G. Gonzales 及餅師劉擇祥分別於朱古力糖果裝飾擺設及糕點裝飾擺設獲得銅獎。

Representing IFT, Mr. Ronald G. Gonzales, Pastry Artisan, Ms. Sou Sio Kun, Cook 1 and Mr. Jeffrey Lao Chak Cheong, Cook 2, joined a competition during 21 to 23 September, 2012 at the 3rd China Catering Expo, at Venetian Macao-Resort-Hotel. Ronald and Jeffrey won the Bronze medal in the categories of Artistic Chocolate, Margarine or Sugar Showpiece (Free Style) and Pralines with Artistic Showpiece (Theme: Something Modern) respectively.

國泰航空香港國際美酒品評大獎 2012 Hong Kong International Wine and Spirit Competition 2012

10月4至8日，餐飲部行政副經理黃育山前往香港擔任國泰航空香港國際美酒品評大獎 2012 的評審員。

Mr. David Wong, Food and Beverage Executive Assistant Manager was invited to be one of the judges in Cathay Pacific Hong Kong International Wine and Spirit Competition 2012 during 4 to 8 October 2012.

港澳區恒天然烘焙大賽 2012 Fonterra Pastry Challenge Macau Region 2012

10月10日，餅師劉擇祥代表學院參加“澳門區恒天然烘焙大賽 2012”，並在比賽中獲得安得利傳媒大獎。

Mr. Jeffrey Lao Chak Cheong, Cook 2, participated in the “Fonterra Pastry Challenge Macau Region 2012” on 10 October 2012 and won the Angliss Media Award.

香港國際美酒展 Hong Kong International Wine & Spirits Fair

11月8至10日，“香港國際美酒展”於香港會議展覽中心舉行，3位餐飲部同事出席參加。

Three F&B staff members attended the Hong Kong International Wine & Spirits Fair during 8 to 10 November at the Hong Kong Convention & Exhibition Centre.

南非美食與酒推廣週 2012 South African Food & Wine 2012

2012年11月12至16日，教學餐廳舉行“南非美食與酒推廣週 2012”，著名南非廚師Pete Gottgens及南非侍酒大師Cathy van Zyl遠道而來展示南非地道菜餚及葡萄酒。旅遊學院教學餐廳亦聯同南非廚師特別製作南非特色菜單，吸引了473位賓客前來品嚐。另外，還舉行了美食示範、葡萄酒品酒會及講座等一系列活動。

South African Food & Wine 2012 was being held at the IFT Educational Restaurant during 12 to 16 November 2012. Acclaimed Chef Pete Gottgens and Masters of Wine including renowned Ms. Cathy van Zyl were invited from the South Africa to present this region’s gastronomic delights and wine oasis at IFT. The promotion attracted a total of 473 guests to the Restaurant. Besides, several activities were held as well during this food promotion week. They were: South African food demonstration, wine tasting and wine seminars. Thirty-nine industry professionals participated in the activities.

第五屆澳門青年廚師廚藝比賽(初級廚師) The 5th Young Chef Competition

11月19日，由澳門廚藝協會主辦的第五屆澳門青年廚師廚藝比賽(初級廚師)於旅遊學院舉行。

The 5th Young Chef Competition organised by the Macau Culinary Association was held at IFT on 19 November 2012.

世界巧克力大師比賽2012(香港及澳門區) World Chocolate Master Hong Kong & Macao Selection Competition 2012

11月26日，烘焙技師 Ronald G. Gonzales 代表學院參加於學院舉行的“世界巧克力大師比賽2012(香港及澳門區)”。

Mr. Ronald Gonzales, Pastry Artisan, participated in the “World Chocolate Master Hong Kong & Macao Selection Competition” on 26 November 2012 in IFT.

秘魯美食晚宴 Peruvian Dinner

12月17日，教學餐廳舉行“秘魯美食晚宴”，當晚設有秘魯傳統特式的舞蹈表演以增添氣氛。

“A Peruvian Dinner with Maria Chavez” with the traditional Peruvian dancing was successfully held at the Educational Restaurant on 17 December 2012.

聖誕節美食推廣 Christmas Food Promotion

12月3至31日，教學餐廳推出“聖誕套餐”及“聖誕自助晚餐”。

The Educational Restaurant launched “Christmas Set Lunch” and “Christmas Dinner Buffet” throughout December 2012.

情人節晚餐 Valentine's Set Dinner

2月14日，教學餐廳推出情人節晚餐。

The Educational Restaurant launched “Valentine's Set Dinner” on 14 February 2013.

Ping Pong 美食推廣 2013 Ping Pong Promotion 2013

2月2至11日，餐飲部行政副經理黃育山獲旅遊局邀請前往英國倫敦協助籌辦“2013年 Ping Pong 美食推廣”。

As invited by MGTO, Mr. David Wong, Food and Beverage Executive Assistant Manager, took part in the “Ping Pong Promotion in London 2013” from 2 to 11 February 2013.

恒天然法國工藝大師烘焙工作坊 Anchor Pastry Workshop

3月6至7日，烘焙技師 Ronald G. Gonzales 及餅師劉擇祥參加在香港唯港薈酒店舉行的“恒天然法國工藝大師烘焙工作坊”。

Mr. Ronald G. Gonzales, Pastry Artisan, and Jeffrey Lao Chak Cheong, Cook 2, took part in the “Anchor Pastry Workshop” held from 6 to 7 March, 2013 at Hotel Icon, Hong Kong SAR.

南非葡萄酒展 South African Wine Event

4月22日，香港南非領事館與南華早報合辦南非酒展，學院餐飲部行政副經理黃育山應邀為客席葡萄酒講師。

The South African Consulate in Hong Kong organised a prestigious South African Wine Event together with The South China Morning Post on 22 April 2013. Mr. David Wong, Food and Beverage Executive Assistant Manager was invited to be a guest wine lecturer.

第十五屆國際食品飲料、酒店、餐廳及餐飲設備、供應及服務展覽會 HOFEX 2013

5月7至10日，第十五屆國際食品及飲料、酒店、餐廳及餐飲設備、供應及服務展覽會於香港會議展覽中心舉行，餐飲部派出10位同事出席參加。

The 15th Asian International Exhibition of Food & Drink, Hotel, Restaurant & Food service Equipment, Supplies & Services (HOFEX 2013) was successfully held from 7 to 10 May 2013 at the Hong Kong Convention & Exhibition Centre. HOFEX is the largest food exhibition in Hong Kong and 10 IFT F&B staff members took part in this great event.

品味澳門 Tasteful Moments, Experience Macau

5月24日，學院餐飲部行政副經理黃育山及首席特級技術輔導員陳熊輝先生應旅遊局邀請前往香港出席參加“品味澳門”的美食活動推廣，向香港市民展示澳門土生菜餚的特色飲食。

As invited by the MGTO, Mr. David Wong and Mr. John Chan from IFT Food & Beverage Department delivered a cooking demonstration in a campaign named “Tasteful Moments, Experience Macau” held on 24 May 2013 in Hong Kong to show the authentic Macanese cooking skills and flavour to the public in Hong Kong.

員工實習及交流 Industry Training

2013年6月及7月期間，餐飲部安排總廚譚光湖、秦建基、餐桌服務員胡沛文及謝頌生分別前往新濠天地、Sim Café 和星際酒店進行觀摩學習及交流。

The Food and Beverage Department assigned training for Kitchen Chef Tam Kuong Wu and Chon Kin Kei, Restaurant Waiter Che Chong Sang and Waitress Wu Pui Man at City of Dreams, Sim Café and Starworld in June and July 2013.





社區參與及學生活動

Community Involvement & Student Activity

參與政府諮詢委員會 PARTICIPATION IN GOVERNMENT CONSULTATIVE COMMITTEES

旅遊學院被委任為多個政府委員會的成員，包括旅遊發展委員會、文化產業委員會、公共服務評審委員會、會展業發展委員會、粵澳發展策略小組及公務人員創意計劃評審小組。

IFT has been appointed to sit in various government committees including Tourism Development Committee, Cultural Industry Committee, Public Services Evaluation Committee, Convention & Exhibition Development Committee, Guangdong–Macao Development Team, and Public Employees Creativity Plan Evaluation Committee.

社會公益 Community Service

學院參與了中華教育會澳門的“華夏綠洲行動”，於學院內擺放捐款箱。2013年7月，學生代表參加了由澳門中華教育會組織的北京和西安華夏綠洲助學行動之旅，把善款交到受助兒童手上。

IFT joined the Oasis Action charity campaign organised by The Chinese Educators Association of Macau and a donation box was placed in the IFT campus. In July 2013, Student representatives joined the delegation of The Chinese Educators Association of Macau to Beijing and Xi'an, PRC to deliver fund raised for “Action Oasis”.



學院參與了澳門紅十字會的“紅十字愛心捐款箱計劃”，於學院教學餐廳內擺放捐款箱。

IFT joined Macau Red Cross's "Red Cross Love Donation Box Plan" and a donation box was placed in the IFT Educational Restaurant.

旅遊會展及節目管理四年級學生於 2012 年 12 月 1 日舉辦“旅遊學院保齡球慈善賽”系列活動，內容包括保齡球慈善賽、慈善義賣活動及慈善雞尾酒派對。活動目的是加強本澳各行業之間的聯繫，凝聚社會力量，關愛澳門弱勢兒童及青少年的發展。活動所籌得的善款為澳門幣 26,000 元，全數撥捐澳門希望之源協會。

On 1 December 2012, Tourism Event Management Year 4 students held "IFT Charity Bowling Championship" event series which included the Charity Bowling Championship, Charity Sale and the Charity Cocktail Party. The objectives were to strengthen the connection of tourism industry professionals and to raise awareness of the development of disadvantaged children and youth in Macao. The total fund raised for the Cradle of Hope Association was MOP26,000.



廚藝管理二年級學生於 2012 年 12 月 1 日舉辦“慈善燒烤派對”，活動旨在扶助澳門弱勢兒童及青少年，加深本澳青年對餐飲行業工作的認識。活動共籌得澳門幣 75,732 元善款，並撥捐予恩慈院兒童之家、希望之泉、梁文燕培幼院三間孤兒院。

Culinary Arts Management Year 2 students organised “Charity BBQ Party” on 1 December 2012, aiming at helping the disadvantaged children and youth in Macao and deepening the local youth’s understanding of the prospect of the catering career. A total net income of MOP75,732 was raised and donated to 3 local charity organisations namely ECF Fellowship Orphanage Inc. Fountain of Hope and Instituto Helen Liang.

旅遊會展及節目管理專業三年級學生於 10 至 11 月舉辦“我愛澳門 2012 – 愛生活 • 愛歡笑”慈善系列活動：“燃點 • 愛之許願燈義賣活動”、“燃點 • 愛亮燈會”及“Live Quote 攝影比賽”。是次活動共籌得澳門幣 80,000 元善款，於 2012 年 12 月 13 日全數撥捐予希望之泉作為慈善用途。

Tourism Event Management Year 3 students organised “I Love Macau – Love • Live • Laugh” charity event series with the aim of spreading love in the city of Macao. A series of activities were held namely “Charity Bazaar of Lantern”, “Flaming Love Ceremony” and “Life Quote Photo Competition”. The surplus of MOP80,000 generated was donated to “Fountain of Hope” on 13 December 2012.

2012 年 12 月 14 日，旅遊會展及節目管理中文課程三年級學生舉辦的“在扶您 • 慈善嘉年華”在學院完滿舉行。是次活動旨在傳達消除對智障人士的歧視，尊重和平等對待差異之正確訊息。活動籌得的善款共澳門幣 32,000 元，全數撥捐予澳門弱智人士協會作慈善用途。

On 14 December 2012, Tourism Event Management Chinese Programme Year 3 students held “Care about You Charity Carnival” at IFT, delivering a message of eliminating discrimination against the mentally handicapped and spreading the awareness of respecting and equally treating discrepancy. A total of MOP32,000 raised from the event was donated to The Macau Association For the mentally handicapped.

2013 年 2 月 7 日，酒店管理中文課程班二年級學生於教學餐廳舉辦“我們約會吧”慈善活動。活動目的是引起社會對弱勢兒童及青少年的關愛，加深本澳青年對酒店業的認識。活動成功籌得澳門幣 10,000 元善款，並撥捐予梁文燕培幼院。

On 7 February 2013, Hotel Management Chinese Programme Year 2 students held a charity event named “Let’s Date”, aiming to raise social awareness and caring for children and teenagers of minority in Macao and deepen the understanding of hospitality industry amongst local youth. The event raised MOP10,000 for a local orphanage Instituto Helen Liang.

2013年4月19日，文化遺產管理二年級學生舉辦“甘苦茶情味”舞臺劇，藉以推廣本澳非物質文化遺產－涼茶，並為希望之源協會籌得澳門幣1,547元。

On 19 April 2013, Heritage Management Year 2 students performed a drama “A Story of the Lingnan Culture – Traditional Chinese Herbal Tea” to promote the intangible cultural heritage in Macao – herbal tea. The event raised MOP1,547 for the Cradle of Hope Association.

2013年4月21日，旅遊會展及節目管理三年級學生成功舉辦“Jumping Out”慈善活動，活動旨在加強年輕人的團隊意識、互動及溝通能力，培養他們積極進取的生活態度及提升對戶外活動的興趣。活動成功為澳門特殊奧運會籌得澳門幣25,677元。

On 21 April 2013, Tourism Event Management Year 3 students held a charity event “Jumping Out”. The event aimed to strengthen the team-work spirit, face-to-face communications skills and positive attitude of the youth and to stimulate their interest in outdoor activities. A charity fund of MOP25,677 generated from the series of events was donated to Macau Special Olympics.

2013年4月27日，旅遊會展及節目管理二年級學生成功舉辦“地球之母－慢食文化推廣活動2013”，旨在提升本澳學童對健康飲食的概念及知識。活動籌得澳門幣3,800元並分別捐贈予澳門明愛和希望之源協會。

On 27 April 2013, Tourism Event Management Year 2 students organised “Macau Terra Madre 2013”. The event aimed to raise awareness about the importance of healthy diet among primary school students. The event raised MOP3,800 and the fund was donated to Macau Caritas and the Cradle of Hope Association.

2013年5月11日，旅遊會展及節目管理四年級學生舉辦“第一屆澳門慈善飛鏢大賽”，活動共籌得澳門幣54,940元，扣除所有成本開支分別捐贈予希望之源協會和華廈綠洲助學行動，同時亦於活動期間為四川省雅安地震的受災同胞籌得澳門幣1,674元善款。

On 11 May 2013, Tourism Event Management Year 4 students organised the 1st Macau Charity Darts Championship. The event raised MOP54,940 for the Cradle of Hope Association and Action Oasis, and an additional MOP1,647 was raised for the victims of the Ya’an earthquake in Sichuan province.

學院榮獲奧比斯頒贈2012年度白金獎，表揚學院對奧比斯及世界各地失明人士的支持。

IFT was awarded Platinum Award from Orbis for our support in bringing hope to needlessly blind people worldwide.

於 2013 年 7 月 7 日，學院教師及一名特殊奧運成員組隊參與了“關愛特奧酒店從業員慈善保齡球賽”。

On 7 July 2013, IFT academic staff members and a member from Special Olympics teamed up to join “The Special Olympics Inter-Hotel Charity Bowling Competition” .

於 2013 年 8 月 3 日，學院學生及教職員參與由澳門扶康會舉辦之手製肥皂共融課程，關愛殘疾人士。

On 3 August 2013, IFT students and staff joined hand-made soap workshop organised by Fuhong Society of Macau, showing care to the disabled people.

於 2013 年 8 月 18 日，學院學生及教職員參與由澳門扶康會舉辦“扶康 Buddies 皂出彩虹”活動，傷健合作齊創健力士世界紀錄。

On 18 August 2013, IFT students and staff joined a hand-made soap mosaic puzzling event organised by Fuhong Society of Macau, creating a new World Guinness Record with the disabled.

學院師生及教職員參與及支持 2012 年度公益金百萬行。

IFT students and staff joined and supported Walk for a Million 2012.

於 2012 年，旅遊學院萬事達卡計劃共籌得澳門幣 67,344.89 元，使累計款項達到澳門幣 224,436.71 元。每次使用學院信用卡時，0.3% 消費額會直接轉賬到旅遊學院獎學金基金，因此每位學院信用卡持卡人都會對學院獎學金獲獎學生作出支持。

In 2012, the Institute has raised MOP67,344.89 through the IFT Affinity Card Programme. The total accumulated fund has now reached MOP224,436.71. Every time a purchase or payment of services is made with our IFT Master Card, 0.3% of the spending will be automatically transferred to the IFT scholarship fund. It means every IFT Credit Card holder is making a contribution to IFT scholarship recipients.

為幫助四川省雅安地震的受災同胞重建家園，學院學生會及教職員舉辦籌款活動，共籌得澳門幣 17,495 元，並將善款交到澳門紅十字會。

To help earthquake victims in Ya'an, Sichuan province to rebuild their homes, IFT staff and students raised MOP17,495 and delivered the fund to the Macau Red Cross.



學生活動 STUDENT ACTIVITIES

迎新活動 Welcoming Programme

學生會為新生和非本地生舉辦活動，包括迎新營、迎新夜及市內遊覽，讓他們更易融入新環境。

Activities like O-camp, O-night and City Tour were arranged for freshmen as well as non-local students, aiming to enable them to adapt more easily to the new environment.

國際交流夜 International Night

為了加強本地與非本地生的聯繫，學生會特別舉辦了國際交流夜，讓大家更懂得欣賞異地生活、飲食和文化。

To facilitate the interaction between local and non-local students, the IFT Student Union held the “International Night” to enable them to appreciate various lifestyles, cuisines and cultures.

閃電籃球賽 Basketball Competition

活動是讓學生建立團隊精神，以及鼓勵為健康生活多參與體育活動。

The activity enhanced students’ team spirit and encouraged students to do more exercise for a healthy life.

環保時裝設計比賽 Green Fashion Show

活動是為了建立一個平台讓學生能展現其設計天份，藉此喚起大家對生活和環境保護的認知。

This activity offered a platform for students to showcase their talents in design as well as arouse their awareness on promoting the wellbeing of living and protection of the environment through green initiatives.

中國臺灣交流活動 Chinese Taiwan Exchange Trip

學生參觀了高雄的義守大學，了解當地的教學方式及設備，兩校學生會並進行了交流，對兩地旅遊業發展交換了意見。

Students visited Kaohsiung I-Shou University, and learned about the teaching style and facilities there. Student Unions of both institutions exchanged views on tourism development in their cities.

第五屆旅業盃澳門旅遊常識大比拼 The 5th Annual Tourism and Hospitality Quiz

舉辦第五屆旅業盃澳門旅遊常識大比拼是讓澳學生加深對本地旅遊、酒店、會展及文化遺產方面的認識。

The 5th Annual Tourism and Hospitality Quiz was organised to reinforce Macao students' knowledge in the area of tourism, hotel, MICE and heritage through this activity.

歌唱比賽 Singing Contest

歌唱比賽讓學生一展歌喉，展現其歌唱天份。

The Singing Contest provided a chance for students with appealing voice to develop and showcase their talents.

校友分享會 Alumni Sharing Party

校友分享會讓學生認識到不同的校園生活，並了解他們畢業後將投身的社會現況。

This Sharing Party allowed students to learn about the difference between school life and the real society that they would enter after graduation.

澳門國際龍舟賽 Macao International Dragon Boat Competition

透過參與龍舟賽，讓學生建立友誼及團隊的體育精神。

Through participating in the competition, students built up and strengthened their friendship and sportsmanship.

“探索·開平”考察之旅 Exploring Kaiping

旅遊學院文化遺產學會舉辦了名為“探索·開平”考察之旅，主要為了提升對當地文化遺產的認識。

IFT Heritage Club organised a field trip to Kaiping, aiming to raise participants' awareness and understanding of this heritage site.

除上述活動外，其他社會公益及學生活動包括：

- 澳門明愛舉辦的第四十三屆慈善園遊會；
- 澳門中華學生聯合總會主辦的粵澳青年發展論壇；
- 澳門中華學生聯合總會組織於哈爾濱舉行的青年社團領袖交流團。

In addition to the above activities, other community services and student activities include:

- Participation in the 43rd Bazaar organised by Caritas Macau;
- Participation in the Guangdong Macao Youths Development Forum organised by the General Association of Chinese Students of Macao;
- A young association leaders learning trip to Ha'er Bin, China, organised by the General Association of Chinese Students of Macao.





校園發展

Campus Development

綠色健康校園 GREEN AND HEALTHY CAMPUS

學院職安健及環保工作小組不斷努力，為學生及教職員打造更健康及舒適的環保綠色校園。過去一年，舉辦了“旅遊學院健康綠色體驗週 2013”、熄燈一小時活動、無電梯日、回收一次性電池及玻璃樽等。去年學院的廢物量減少了約 24%，分類廢物的回收量增加了約 13%。學院人均耗電量較去年同期減少達 7.2%。

小組定期進行內部職安健巡查，並提供火警演習、滅火筒實習、室內空氣質素知識講座、辦公室工作安全指引及其他健康講座等；組織不同類型的課餘及工餘康體活動，如澳門樂善盃保齡球友誼賽、踏板健身舞班、快樂綠手指之彩葉草展及工作坊、番禺大自然一天遊等，藉此聯誼學生與教職員並增進身心健康。

而綠化方面，於教學餐廳入口處增設綠色植物牆。現時校園的綠化面積佔總面積約 45%。

The Occupational Safety and Health (OSH) & Green Task Force continues to forge a healthier and more comfortable green campus for all our students and staff. Over the past year, the Task Force organised IFT Healthy & Green Week 2013, Earth Hour, No Elevator Day, Recycle Disposable Batteries and Glass Bottles, etc. This year, IFT successfully reduced approximately 24% of the waste amount; meanwhile, the total amount of recyclable items also increased by about 13%. The electricity consumption per capita has decreased by 7.2%.

The Task Force conducted regular internal OSH inspections and provided relevant OSH trainings and health talks, such as fire drill, fire extinguisher training, indoor air quality lecture, office work safety guidelines seminar etc. IFT also offered health and recreational activities to students and staff, such as Care Action Macao Friendly Bowling Competition, Step Aerobics, Happy Green Fingers – Coleus Exhibition & Workshop and Panyu Natural & Cultural Tour, etc., All these activities helped to enhance communication between students and staff as well as to promote a healthy lifestyle.

Regarding the greening at IFT, we introduced a new green wall at the entrance of the Educational Restaurant. The greening coverage of IFT has now reached 45% of the campus total area.

設施提升及更新 UPGRADING AND IMPROVEMENT OF FACILITIES

學院課程及學生人數持續增加，學院教學餐廳大樓已擴大供電能力，完善了更衣室設備及宿舍設施。

另外，教學餐廳大樓及望廈迎賓館已轉用空氣熱能熱水供應系統，比原來使用的石油氣及電熱水器具有更高的能源效益。

In order to cope with the increasing number of students and programmes, IFT has expanded the electricity supply capacity for the Educational Restaurant Building, and improved facilities of newly renovated changing rooms and furnished hostels.

Furthermore, both the Educational Restaurant Building and Pousada de Mong-Há have adopted the air source heat pump system for the supply of hot water, with higher energy efficiency than the original use of LPG and electric water heaters.

資訊科技服務 INFORMATION TECHNOLOGY SERVICES

資訊科技服務管理 IT Service Management

ISO/IEC 20000 是首個專門針對資訊科技服務管理的國際性標準，它描繪了一套可相互整合的管理流程，用以為業務和客戶提供有效的服務。資訊技術部已引入這個國際資訊科技標準一年多，並計劃在 2013 年內獲得正式認證。

ISO/IEC 20000 is the first international standard specifically aimed at IT Service Management. It describes an integrated set of management processes for the effective delivery of services to the business and its customers. The IT Team has adopted this international IT standard for a year and planned to be formally certified within 2013.

資訊安全 Information Security

防毒系統、垃圾郵件過濾系統和備份系統已在 2013 年上半年完成升級。為增強校園網絡的安全防衛水平，資訊技術部定期進行資訊安全風險評估，查找並修正安全弱點。

Anti-virus system, spam filtering system and backup system were upgraded in the first half of 2013. With the aim of strengthening the level of security protection of the campus network, the IT Team conducts IT security risk assessment on a regular basis to identify and correct security vulnerabilities.

電子服務 Electronic Service

學院第一個移動應用程式在 2012/13 學年正式投產，這無疑是現今最有效傳送資訊和服務的渠道。在有限的人力資源和辦公時間下，自助服務機是最好的便捷服務平台，學院開發了以下自助服務系統：短期課程自助報名機、飯堂自助點餐機（通過澳門通電子錢包）、自助繳費機（通過澳門通電子錢包）和圖書館自助借書還書機。

In the academic year of 2012/13, IFT launched its first mobile app, the most effective channel to deliver information and services nowadays. Furthermore, owing to limited human resources and operation hours, self-service kiosks are the best platform to provide convenient services. IFT has developed the following kiosk systems: Short Courses Application Kiosk, Cafeteria POS Kiosk (through MacauPass ePurse), Payment Kiosk (through MacauPass ePurse) and Library Check In/Out Kiosk.

打印管理服務 Printing Management Service

在 2013 年內，所有舊式的獨立影印機將被多功能影印機（影印 / 打印 / 掃瞄）取代，影印機、打印機和掃瞄器的總數量預計會逐步減少。學院已安裝一套軟件，用作管理和監控所有打印設備，並藉此鼓勵節約使用資源及幫助建立環保工作場所。

All existing and standalone photocopiers will be replaced by multifunctional (copy/print/scan) network copiers within 2013. The total number of copiers, printers and scanners is expected to be decreased gradually. A software has been installed to manage and monitor all printing devices. This will encourage responsible use of the Institute's resources and help to create an environmentally friendly workplace.



多媒體圖書館服務 MULTIMEDIA LIBRARY SERVICES

圖書館於 2012/13 學年期間舉辦了多項讀者培訓課程活動，使讀者可以更有效地使用館內訂購的資源及服務來支援他們教學及學習的需要。為了推廣閱讀風氣，圖書館於本年度圖書館週期間舉辦了旅遊學院圖書館攝影比賽，“閱讀越好 — 悅讀越樂”等活動。本學年圖書館員工參觀了本澳其他圖書館，亦加入了“澳門高校圖書館聯盟”，以便加強跟本澳其他高等院校圖書館的館際合作。

館員於本學年出席了多項圖書館相關的研討會及工作坊，了解圖書館學科的最新發展情況，同時也獲得其他圖書館於應用最新科技的經驗。

In the academic year 2012/13, the IFT Library organised various trainings to users. The trainings equipped library users with knowledge of using library subscribed resources and services. In order to further encourage reading, library has held IFT Library Photo Taking Competition, and “Read for Good – Read for Fun” activities during the Macau Library Week. Library staff members have also visited some local libraries in the academic year and joined the Macau Library Consortium in order to improve the interlibrary cooperation among other higher education institutions.

Library staff has been encouraged to join various library seminars and workshops to get knowledge of recent developments of library science and experience the latest library technology implemented by other libraries.





善用資源

Managing Resources

財務狀況 INCOME AND EXPENDITURE

2012 經濟年度實際支出 Actual Expenses for the Financial Year 2012

	實際開支 Actual Expenses	%
人事費用 Personnel Expenses	128,318,160.34	64.0%
運作費用 Operating Expenses	66,734,292.36	33.3%
校園改善工程及設備購置 Campus Construction and Equipment Consumption	4,064,363.04	2.0%
其他 Others	1,276,035.29	0.7%
總數 Total	200,392,851.03	100%



2012 經濟年度實際收入 Actual Income for the Financial Year 2012

	實際收入 Actual Income	%
旅遊基金 Tourism Fund	34,833,333.40	15.7%
政府撥款 Government Subvention	89,968,797.00	40.7%
學費 Tuition Fees	47,558,993.41	21.5%
服務及其他活動 Services and Other Activities	16,115,536.00	7.3%
上年度結餘 Balance Brought Forward from Last Year	31,638,621.49	14.3%
其他 Others	1,073,430.79	0.5%
總數 Total	221,188,712.09	100%



人員統計 STATISTICS ON STAFF

全職教員統計表 Full-time Academic Staff

職位 Position	人數 No.
教授 Professor	1
副教授 Assistant Professor	24
講師 Lecturer	34
旅業及酒店業學校輔導員 Instructor	46
總數 Total	105

全職人員統計表 Full-time Staff

職位 Position	人數 No.
全職教員 Academic Staff	105
酒店業專業培訓人員 Professional Training Staff for Hotel Industry	32
行政及其他人員 Administrative and Other Staff	169
總數 Total	306



獎學金

Scholarships

獎學金 Scholarship	得獎者 Recipient	畢業高中 High School
旅遊學院獎學金 The Institute Scholarship		
最具貢獻及勤學獎 The Student Who Has Contributed Most to IFT	薛崇正 Sit Song Cheng	澳門廣大中學 Guang Da Middle School, Macao SAR
旅遊學院獎學金 The Institute Scholar	陳偉俊 Chan Wai Chon	澳門東南學校 Escola Tong Nam, Macao SAR
	趙浩冬 Chio Hou Tong	澳門聖羅撒英文中學 Colégio de Santa Rosa de Lima (English Section), Macao SAR
	黎子嫣 Lai Chi In	澳門嘉諾撒聖心英文中學 Sacred Heart Canossian College (English Section), Macao SAR
	劉倩婷 Lao Sin Teng	澳門勞工子弟學校 The Worker's Children High School Macau, Macao SAR
	李嘉彤 Lei Ka Tong	澳門嘉諾撒聖心中學 Sacred Heart Canossian College, Macao SAR
	廖倩婷 Liu Sin Teng	澳門嘉諾撒聖心英文中學 Sacred Heart Canossian College (English Section), Macao SAR
	盧詠欣 Lou Weng Ian	澳門陳瑞祺永援中學 Colégio Perpétuo Socorro Chan Sui Ki (Sucursal), Macao SAR
	馬密玲 Ma Mat Ling	澳門聖羅撒英文中學 Colégio de Santa Rosa de Lima (English Section), Macao SAR
	談少愉 Tam Sio U	澳門聖羅撒女子中學中文部 Colégio de Santa Rosa de Lima (Chinese Section), Macao SAR
	譚穎琛 Tam Weng Sam	澳門中葡職業技術學校 Escola Luso-Chinesa Técnico-Profissional, Macao SAR

學生購買手提電腦津貼 Subsidy for Laptop Purchase	陳世禮 Chan Sai Lai	澳門粵華中學 (中文部) Yuet Wah College (Chinese Section), Macao SAR
	陳綺玲 Chan Yee Ling	香港基督教女青年會丘佐榮中學 The Y.W.C.A. Hioe Tjo Yoeng College, Hong Kong SAR
	曾嘉慧 Chang Ka Wai	澳門鏡平學校 Keang Peng School, Macao SAR
	陳雅真 Chen Yazhen	澳門聖若瑟教區中學第五校 (中文部) Colégio Diocesano de São José (5 ^a) (Chinese Section), Macao SAR
	耿佳玉 Geng Jiayu	中國黑龍江省哈爾濱市第七十三中學 Harbin No. 73 Middle School, Heilongjiang, PRC
	郭艷瑜 Kuok Im U	澳門濠江中學 Hou Kong Middle School, Macao SAR
	李榮儉 Lei Weng Kim	澳門濠江中學 Hou Kong Middle School, Macao SAR
	盧栢愉 Lo Pak Yu	香港中國婦女會中學 Hong Kong Chinese Women's Club College, Hong Kong SAR
	伍慧珠 Ng Wai Chu	澳門培華中學 Pui Va Middle School, Macao SAR
	董麗珊 Tong Lai San	澳門教業中學 Escola Kao Yip, Macao SAR
	余倩瑩 U Sin Ieng	澳門濠江中學 Hou Kong Middle School, Macao SAR
	夏藝嘉 Xia Yijia	中國廣東省肇慶市肇慶中學 Zhaoqing High School, Guangdong, PRC
	肖心儀 Xiao Xinyi	中國廣西壯族自治區南寧市第二中學 Nanning No.2 High School, Guangxi, PRC
	許方思 Xu Fangsi	中國廣東省東莞市東莞中學 Dongguan Middle School, Guangdong, PRC
楊舒涵 Yang Shuhan	中國湖南省長沙市第一中學 The First High School of Changsha, Hunan, PRC	

文化局獎學金 Cultural Affairs Bureau Scholarship		
文化遺產管理學士學位補充課程最佳學生 The Best Student in the Supplementary Year Leading to Bachelor of Science in Heritage Management	勞加裕 Lou Ka U	澳門粵華中學 (英文部) Yuet Wah College (English Section), Macao SAR
文化遺產管理高等專科學位最佳學生 The Best Student of Higher Diploma in Heritage Management	李靜儀 Lei Cheng I	澳門培道中學 Pooi To Middle School, Macao SAR
文化遺產管理學士學位優異新生 The Excellent Freshman Student of Bachelor of Science in Heritage Management	韓子量 Han Ziliang	中國廣東省中山市中山紀念中學 Zhongshan Memorial Secondary School, Guangdong, PRC
	潘凱恩 Pun Hoi lan	澳門聖羅撒女子中學中文部 Colégio de Santa Rosa de Lima (Chinese Section), Macao SAR
澳門基金會獎學金 Macao Foundation Scholarship		
旅遊企業管理學士學位補充課程最佳學生 The Best Student in the Supplementary Year Leading to Bachelor of Science in Tourism Business Management	吳嘉澄 Iris Rodrigues Ng	澳門聖公會 (澳門) 蔡高中學 (分校) Sheng Kung Hui Choi Kou School (Macau), Macao SAR
酒店管理學士學位補充課程最佳學生 The Best Student in the Supplementary Year Leading to Bachelor of Science in Hotel Management	許建勤 Xu Jianqin	澳門粵華中學 (英文部) Yuet Wah College (English Section), Macao SAR
旅遊企業管理高等專科學位最佳學生 The Best Student of Higher Diploma in Tourism Business Management	黃林洋 Wong Lam leong	澳門粵華中學 (英文部) Yuet Wah College (English Section), Macao SAR
酒店管理高等專科學位最佳學生 The Best Student of Higher Diploma in Hotel Management	林嘉雯 Lam Ka Man	澳門聖若瑟教區中學第五校 (英文部) Colégio Diocesano de São José (5 ^a) (Chinese Section), Macao SAR

最佳學業成績內地學生 The Mainland Student with Excellent Academic Performance	郭玥蓉 Guo Yuerong	中國雲南省昆明市第十中學 Kunming 10 th Senior High School, Yunnan, PRC
	李璟 Li Jing	中國雲南省曲靖市第一中學 Qujing No.1 Middle School, Yunnan, PRC
	許露之 Xu Luzhi	中國湖南省長沙市雅禮中學 Yali High School, Hunan, PRC
	周如 Zhou Ru	中國廣東省珠海市第二中學 Zhuhai No.2 Middle School, Guangdong, PRC
國際實習生 The Student with International Internship	周麗珊 Chao Lai San	澳門濠江中學 Hou Kong Middle School, Macao SAR
	楊文藹 Ieong Man Oi	澳門聖羅撒女子中學中文部 Colégio de Santa Rosa de Lima (Chinese Section), Macao SAR
	李靜儀 Lei Cheng I	澳門培道中學 Pooi To Middle School, Macao SAR
	李翠怡 Lei Choi I	澳門培道中學 Pooi To Middle School, Macao SAR
	林兆堃 Lin Zhaokun	中國廣州市恒福中學 Heng Fu Middle School, Guangdong, PRC
	喻雅倫 Yu Yalun	中國湖南省長沙市長郡中學 Changjun Middle School of Changsha, Hunan, PRC

澳門貿易投資促進局獎學金 Macao Trade and Investment Promotion Institute Scholarship		
旅遊會展及節目管理學士 學位補充課程最佳學生 The Best Student in the Supplementary Year Leading to Bachelor of Science in Tourism Event Management	呂維達 Lu Wai Tat	澳門粵華中學 (英文部) Yuet Wah College (English Section), Macao SAR
旅遊會展及節目管理高等 專科學位最佳學生 The Best Student of Higher Diploma in Tourism Event Management	蔣美齡 Cheong Mei Leng	澳門嘉諾撒聖心英文中學 Sacred Heart Canossian College (English Section), Macao SAR
澳門旅遊局獎學金 Macau Government Tourist Office Scholarship		
最佳畢業生 The Best Student of the Graduating Class	羅舒蔚 Lo Su Wai	澳門聖羅撒英文中學 Colégio de Santa Rosa de Lima (English Section), Macao SAR
大西洋銀行獎學金 Banco Nacional Ultramarino Scholarship		
最佳成績進步學生 The Student with the Best Scholastic Achievement	鄭梓華 Cheang Chi Wa	澳門慈幼中學 Instituto Salesiano da Imaculada Conceição, Macao SAR
	杜心怡 Du Xinyi	中國廣東省珠海市第二中學 Zhuhai No.2 Middle School, Guangdong, PRC
	葉國賢 Ip Kuok In	澳門培道中學 Pooi To Middle School, Macao SAR
	伍秀雯 Ng Sao Man	澳門鏡平學校 Keang Peng School, Macao SAR
	劉小涪 Liu Xiaotian	中國山東省青島市第九中學 Qingdao No.9 High School, Shandong, PRC
	阮曉禾 Ruan Xiaohe	中國福建省廈門外國語學校 Xiamen Foreign Language School, Fujian, PRC

中國銀行獎學金
Bank of China Scholarship

海外實習課程 Overseas Internship	牟健健 Mou Jianjian	中國廣東省廣州第二中學 Guangzhou No.2 Middle School, Guangdong, PRC
	齊思卉 Qi Sihui	中國湖南省長沙市長郡中學 Changjun Middle School of Changsha, Hunan, PRC
	唐慧雯 Tong Wai Man	澳門培正中學 Pui Ching Middle School, Macao SAR
	吳羨美 Wu Xianmei	中國河北省廊坊市第一高級中學 Langfang No.1 High School, Hebei, PRC
	周漢楊 Zhou Hanyang	中國四川省綿陽高中 Mianyang High School, Sichuan, PRC
交換生課程 Exchange Programme	李雪怡 Li Xueyi	中國廣東省佛山市順德一中 Shunde No.1 High School, Guangdong, PRC
	劉春霖 Liu Chunlin	中國山東省煙臺市第二中學 No.2 Middle School of Yantai, Shandong, PRC
	劉磊 Liu Lei	中國遼寧省大連市第48中學 Dalian No. 48 High School, Liaoning, PRC
	楊璠 Yang Fan	中國雲南省昆明市第一中學 Kunming No.1 High School, Yunnan, PRC
一年級優異生 The Excellent Freshmen	廖倩婷 Liu Sin Teng	澳門嘉諾撒聖心英文中學 Sacred Heart Canossian College (English Section), Macao SAR
	吳思儀 Wu Szu Yi	澳門聖公會 (澳門) 蔡高中學 (分校) Sheng Kung Hui Choi Kou School (Macau), Macao SAR
二年級優異生 The Excellent Sophomore	張俏怡 Cheong Chio I	澳門同善堂中學 Escola Tong Sin Tong, Macao SAR
	黃慧雯 Wong Wai Man	澳門聖若瑟教區中學 Colégio Diocesano de São José, Macao SAR
三年級優異生 The Excellent Junior	卓迪敏 Cheok Tek Man	澳門商訓夜中學 Escola Seong Fan, Macao SAR
	丁凡博 Ding Fanbo	中國山東省濟寧市濟寧一中 Jining No.1 High School, Shandong, PRC

中國銀行2008北京奧運紀念鈔獎
Bank of China Beijing 2008 Olympic Games Commemorative Banknote Award

學士學位畢業優異生 Bachelor Graduates with Excellent Academic Performance	Carlos Alberto de Sou e Silva	澳門葡文學校 Escola Portuguesa de Macau, Macao SAR
	關詠詩 Kuan Weng Si	澳門聖若瑟教區中學 Colégio Diocesano de São José, Macao SAR
	劉懿琪 Lao I Kei	澳門聖羅撒英文中學 Colégio de Santa Rosa de Lima (English Section), Macao SAR
	林豐雯 Lin Fengwen	澳門福建省福州市第一中學 Fuzhou No.1 Middle School, Fujian, Macao SAR
	羅舒蔚 Lo Su Wai	澳門聖羅撒英文中學 Colégio de Santa Rosa de Lima (English Section), Macao SAR
	羅曉燕 Luo Xiaoyan	澳門四川省成都市武侯高級中學 Chengdu Wuhou Senior School, Sichuan, PRC
	黃思穎 Wong Si Weng	澳門國際學校 The International School of Macao, Macao SAR
	吳岱謙 Wu Daiqian	中國雲南師範大學附屬中學 The High School Affiliated to Yunnan Normal University, Yunnan, PRC
	許建勤 Xu Jianqin	澳門粵華中學(英文部) Yuet Wah College (English Section), Macao SAR
	周佳琪 Zhou Jiaqi	中國江蘇省南通市啟東中學 Qidong High School, Jiangsu, PRC

張立群獎學金 Cheung Lup Kwan Scholarship		
海外實習課程 Overseas Internship	丁凡博 Ding Fanbo	中國山東省濟寧市濟寧一中 Jining No.1 High School, Shandong, PRC
	范燕琼 Fan In Keng	澳門菜農子弟學校 Escola Choi Nong Chi Tai, Macao SAR
	霍嘉琪 Fok Ka Kei	澳門陳瑞祺永援中學 Colégio Perpétuo Socorro Chan Sui Ki (Sucursal), Macao SAR
	賴浴辰 Lai Yuchen	中國湖南省長沙市雅禮中學 Yali High School, Hunan, PRC
	蘆丹 Lu Dan	中國廣東省珠海市實驗中學 Zhuhai Experimental Middle School, Guangdong, PRC
	毛淑瑩 Mou Sok Ieng	澳門培華中學 Pui Va Middle School, Macao SAR
	楊簫宇 Yang Xiaoyu	中國江蘇省無錫市第一中學 Wuxi No.1 Senior High School, Jiangsu, PRC
	周多 Zhou Duo	中國廣東省珠海市第一中學 Zhuhai No.1 Middle School, Guangdong, PRC

澳門霍英東基金會獎學金
Henry Fok Foundation Scholarship

海外實習課程 Overseas Internship	馮翠兒 Fung Chui Yi	香港聖公會聖西門呂明才中學 S.K.H. St. Simon's Lui Ming Choi Secondary School, Hong Kong SAR
	江志豐 Kong Chi Fong	澳門慈幼中學 Instituto Salesiano da Imaculada Conceição, Macao SAR
	林金鳳 Lam Kam Fong	澳門培道中學 Pooi To Middle School, Macao SAR
	李重科 Lei Chong Fo	澳門培道中學 Pooi To Middle School, Macao SAR
	劉姍 Liu Shan	中國河北省秦皇島市第一中學 Qinhuangdao No.1 Middle School, Hebei, PRC
	勞嘉甄 Lou Ka lan	澳門同善堂中學 Escola Tong Sin Tong, Macao SAR
	樓昕妍 Lou Xinyan	中國福建省福州市福建師範大學附屬 中學 The Affiliated Middle School Of Fujian Normal University, Fujian, PRC
	黃靜伊 Wong Cheng I	澳門聖若瑟教區中學第五校 (英文部) Colégio Diocesano de São José (5 ^a) (English Section), Macao SAR
黃冰 Wong Peng	澳門聖公會 (澳門) 蔡高中學 (分校) Sheng Kung Hui Choi Kou School (Macau), Macao SAR	
研討會津貼 Conference Grants	陳開來 Chen Kailai	中國上海市洋涇中學 Shanghai Yangjing High School, Shanghai, PRC
	陳莉麗 Chen Lili	中國貴州省貴陽市第三實驗中學 Guiyang No.3 Experiment High School, Guizhou, PRC
	孫禮怡 Sun Liyi	中國天津市第四中學 Tianjin No.4 High School, Tianjin, PRC
	王真真 Wang Zhenzhen	中國山東省青島市平度第一中學 Pingdu No.1 middle school, Shandong, PRC
	周佳琪 Zhou Jiaqi	中國江蘇省南通市啟東中學 Qidong High School, Jiangsu, PRC

勵志青年會獎學金 Inspirational Youth Association Scholarship		
勵志青年獎學金 Inspirational Youth Scholarship	鄭雅雯 Cheang Nga Man	澳門高美士中葡中學 Escola Secundária Luso-Chinesa de Luís Gonzaga Gomes, Macao SAR
勵志青年助學金 Inspirational Youth Fellowship	王安兒 Wong On I	澳門教業中學 Escola Kao Yip, Macao SAR
勵志青年飛躍大獎 Inspirational Youth Excellence Award	楊傑 leong Kit	澳門鏡平學校 Keang Peng School, Macao SAR
	陽謹儀 Yang Jinyi	中國貴州省貴陽市貴州師大附中 Guizhou Normal University Affiliated Middle School, Guizhou, PRC
禰永明先生夫人獎學金 Isabel and Patrick Huen Scholarship		
海外實習課程 Overseas Internship	歐浩偉 Ao Hou Wai	澳門培華中學 Pui Va Middle School, Macao SAR
	鄭子茵 Cheng Chi Ian	澳門濠江中學 Hou Kong Middle School, Macao SAR
	黎家琪 Lai Ka Kei	澳門聖羅撒女子中學中文部 Colégio de Santa Rosa de Lima (Chinese Section), Macao SAR
	劉雅雯 Lau Nga Man	澳門東南學校 Escola Tong Nam, Macao SAR
	李寶儀 Lei Pou I	澳門培道中學 Pooi To Middle School, Macao SAR
	吳玉婷 Ng lok Teng	澳門聖保祿學校 Saint Paul School Macau, Macao SAR
交換生課程 Exchange Programme	張玉珊 Cheong lok San	澳門嘉諾撒聖心中學 Sacred Heart Canossian College, Macao SAR
	梁潔盈 Leong Kit Ieng	澳門嘉諾撒聖心英文中學 Sacred Heart Canossian College (English Section), Macao SAR
	余婉文 U Un Man	澳門培正中學 Pui Ching Middle School, Macao SAR

校友修讀碩士學位課程 Master Programme	馬琳 Ma Lin	中國廣東省珠海市第一中學 Zhuhai No.1 Middle School, Guangdong, PRC
	許建勤 Xu Jianqin	澳門粵華中學 (英文部) Yuet Wah College (English Section), Macao SAR
	張韻 Zhang Yun	中國廣東省珠海市第一中學 Zhuhai No.1 Middle School, Guangdong, PRC
文化交流課程 Cultural Exchange Programme	白思穎 Bai Siying	澳門教業中學 Escola Kao Yip, Macao SAR
	張倩儀 Cheong Sin I	澳門教業中學 Escola Kao Yip, Macao SAR
	趙凱欣 Chio Hoi Ian	澳門聖公會 (澳門) 蔡高中學 (分校) Sheng Kung Hui Choi Kou School (Macao), Macao SAR
	姚子奧 Io Chi Ou	澳門化地瑪聖母女子學校 Escola Nossa Senhora de Fátima, Macao SAR
	林曉華 Lam Hio Wa	澳門新華夜中學 Xin Hua Evening Secondary School, Macao SAR
	林綺媚 Lam I Mei	澳門嘉諾撒聖心英文中學 Sacred Heart Canossian College (English Section), Macao SAR
	李諾伊 Li Nuoyi	中國保山天津高級中學 Baoshan Tianjin High School, Tianjin, Yunnan, PRC
	施美容 Si Mei long	澳門勞工子弟學校 Escola para Filhos e Irmãos dos Operários, Macao SAR
	鄧祺君 Tang Kei Kuan	澳門聖羅撒女子中學中文部 Colégio de Santa Rosa de Lima (Chinese Section), Macao SAR
	楊歌 Yang Ge	中國江蘇省徐州市第一中學 Xuzhou No.1 Middle School, Jiangsu, PRC

澳門凱旋門菁英獎學金 L'Arc Macau Talent Recognition Programme		
旅遊企業管理高等專科學位優異生 Students with Excellent Academic Performance in Higher Diploma in Tourism Business Management	盧嘉敏 Lou Ka Man	澳門鏡平學校 Keang Peng School, Macao SAR
酒店管理高等專科學位優異生 Students with Excellent Academic Performance in Higher Diploma in Hotel Management	區美靈 Ao Mei Leng	澳門培道中學 Pooi To Middle School, Macao SAR
旅遊會展及節目管理學士學位優異生 Students with Excellent Academic Performance in Bachelor of Science in Tourism Event Management	黃耀財 Wong Io Choi	澳門慈幼中學 Instituto Salesiano da Imaculada Conceição, Macao SAR
澳門娛樂設備廠商會獎學金 Macau Gaming Equipment Manufacturers Association Scholarship		
最勤學會展學生 The Most Diligent Event Students	唐璐 Tang Lu	中國廣東省珠海市第一中學 Zhuhai No.1 Middle School, Guangdong, PRC
	王超 Wang Chao	中國廣東省廣州市廣雅中學 Guangya High School, Guangdong, PRC
保利達集團獎學金 Macau Polytex Group Scholarship		
交換生課程 Exchange Programme	曹朗妍 Chou Long In	澳門嘉諾撒聖心英文中學 Sacred Heart Canossian College (English Section), Macao SAR
	葉雅雯 Ip Nga Man	澳門鏡平學校 Keang Peng School, Macao SAR
	管麗欣 Kun Lai Ian	澳門廣大中學 Guang Da Middle School, Macao SAR
	李禾青 Li Heqing	中國北京市八一中學 Bayi High School, Beijing, PRC
	覃奕婷 Qin Yiting	中國廣東省珠海市實驗中學高中部 Zhuhai Experimental Middle School, Guangdong, PRC

	黃思穎 Wong Si Weng	澳門國際學校 The International School of Macao, Macao SAR
	胡靜倫 Wu Cheng Lon	澳門聖若瑟教區中學第五校 (英文部) Colégio Diocesano de São José (5 ^a) (English Section), Macao SAR
	袁凌菲 Yuan Lingfei	中國廣東省廣州市執信中學 Zhixin High School, Guangdong, PRC
	詹思詩 Zhan Sishi	中國廣東省廣州市廣州大學附屬中學 Middle School Affiliated to Guangzhou University, Guangdong, PRC
新濠博亞娛樂獎學金 Melco Crown Entertainment Scholarship		
實習課程 Internship Programme	陳豪傑 Chan Hou Kit	澳門聖公會 (澳門) 蔡高中學 (分校) Sheng Kung Hui Choi Kou School (Macau), Macao SAR
	何嘉盈 Ho Ka Ieng	澳門培正中學 Pui Ching Middle School, Macao SAR
	郭康婷 Kuok Hong Teng	澳門聖羅撒英文中學 Colégio de Santa Rosa de Lima (English Section), Macao SAR
	劉羽藝 Lao U Ngai	澳門工聯職業技術中學 Escola Secundária Técnico-Profissional da Associação Geral dos Operários de Macau, Macao SAR
	李芳婷 Lei Fong Teng	澳門聖公會 (澳門) 蔡高中學 (分校) Sheng Kung Hui Choi Kou School (Macau), Macao SAR
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